Defense Logistics Agency (DLA)

Defense Contract Services Office (DCSO)

Building Control Systems/Utility Control Systems (BCS/UCS)

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C.1 GENERAL BACKGROUND INFORMATION

C1.1 Description of Services/Introduction

This is a non-personal services Performance Work Statement (PWS) to provide and implement a comprehensive program for the operation, maintenance, repairs, service, testing, inspection, and certification of Electrical & Lighting Systems (Building), HVAC, Plumbing Kitchen Equipment and Life Cycle Management Cyber Security at the following location:

a. Defense Supply Center Columbus (DSCC) DLA Weapons Support Columbus

C1.2 Background

C1.2.1 The Defense Logistics Agency (DLA)

DLA is the Nation's Logistics Combat Support Agency. DLA manages the end-to end global defense supply chain – from raw materials to end-user disposition – for the military services, combatant commands, other federal, state and local agencies, and partner and allied nations.

C1.2.2 DLA Weapons Support

DLA Weapons Support manages the supply chain for ground-based, maritime and aviation weapon systems repair parts, consumable hardware, small arms parts, fluid-handling systems, flight safety equipment, maps, environmental products, and industrial plant systems. Defense Logistics Agency (DLA) Weapon Support Columbus is located on the Defense Supply Center Columbus (DSCC) installation, a 520-acre installation that shares the boundaries of two central Ohio cities-Columbus and Whitehall. DSCC is a unique installation that capitalizes on the synergy of state, federal and defense organizations such as the Ohio National Guard and U.S. Army Reserve, the Defense Finance and Accounting Service and Defense Information Services Agency, which are collocated on or adjacent to the site.

C1.2.3 DLA Installation Management (DM)

DLA Installation Management (DM) is responsible for new construction (MILCON or Capital expenditures), System Maintenance of all Site equipment, and Facilities Related Control Systems (FRCS). DM serves as the functional and doctrinal proponent for all real property system requirements, policies, and procedures including industry standards, The American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), United Facilities Criteria (UFC) and National Fire Protection Association (NFPA), National Electric Code (NEC), International Building Code (IBC), American Society of mechanical Engineers (ASME) code. Institute of Electrical and Electronic Engineers Code (IEEE), State and Local Codes.

C1.3 Objective(s)

The Contractor shall provide all personnel, equipment, tools, vehicles, materials, supervision, subcontracts, and other items and services necessary to perform all preventive and corrective maintenance tasks and functions for designated sites and facilities within DSCC. Work shall be performed to the standards in this contract and all applicable codes and regulations to ensure full facilities operability. This PWS acquisition is intended to support Electrical & Lighting Systems (Building), HVAC, BAS, Plumbing, Kitchen Equipment and sustainment support for the DLA Weapons Support Columbus, - These duties include, but are not limited to:

a. Day-to-day maintenance and sustainment for both equipment and FRCS.
b. Performing scheduled preventive, predictive maintenance, and asset management functions to ensure the long-term efficient operation of facility infrastructure.
c. Performing scheduled and unscheduled maintenance, repairs, and replacements as needed on infrastructure components.
d. Maintaining operations and maintenance & repair records for all infrastructure components in electronic format.
e. Maintaining the inventory and electronic inventory records for the consumable supplies needed for system sustainment and maintenance.
f. Information technical networking support (ITNS) of the systems includes but not limited to cybersecurity, networking, server and client administration, database management, and Information System Security Engineering (ISSE), cybersecurity/system administration for the FRCS.

C1.4 Definitions/Acronyms

C1.4.1 Definitions

Acceptable Quality Level (AQL). The AQL is the maximum percent defective (or the number of defects per hundred units) for the purposes of sampling inspection can be considered satisfactory.

AFTER ACTION REVIEW/LESSONS LEARNED. An assessment conducted after a project or major activity that allows the Government and contractor to discover (learn) what happened and why.

CONTRACT ADMINISTRATOR. The official Government representative delegated authority by the Contracting Officer to administer a contract. This individual is normally a member of the appropriate Contracting/Procurement career field and advises on all technical contractual matters.

CONTRACTOR. A supplier or vendor awarded a contract to provide specific supplies or services to the Government. The term used in this contract refers to the prime.

CONTRACTING OFFICER (KO). A person with authority to enter, administer, and/or terminate contracts, and make related determinations and findings on behalf of the Government. Note: The only individual who can legally bind the Government.

CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. Government appointed by the KO to administer the contract. Such appointment must be in writing and must state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor if that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

DELIVERABLE. Anything that can be physically delivered but may include non- manufactured things such as meeting minutes or reports.

DEMAND MAINTENANCE ORDER (DMO). A work authorization document used for work that is either corrective in nature (e.g., repairs, modifications, and replacements) or not generally

considered to be a recurring maintenance activity. DMOs, therefore, are unscheduled and not known in advance. Examples include minor electrical, carpentry, and plumbing repairs, or locating utility lines. DMOs may be initiated by the Government, customer, or Contractor upon identification of a need requiring corrective action.

ENTERPRISE BUSINESS SYSTEM (EBS): The Government is required to use EBS for budgeting, managing, cost accounting and financial reporting Installation Management services. The Contractor is tasked by EBS Order Documents and is responsible to input all DMO project status. The Government will utilize EBS for preparation of most required status reporting and for monitoring Contractor performance in timeliness and accuracy of data input. EBS documents Installation Management Work Management and Reporting of DMOs PMOs, and PWOs. EBS is the Government's system of record.

FEDERAL ACQUISITION REGULATION. The principal set of rules established to govern the acquisition process of the Government purchasing goods and services.

FULL TIME EQUIVALENT (FTE) - Workload measurement of employees that converts total hours worked by all employees into the equivalent number of full-time staff.

GOVERNMENT-FURNISHED PROPERTY OR GOVERNMENT PROPERTY.
Property in the possession of, or directly acquired by, the Government and subsequently made available to the Contractor.

KEY PERSONNEL. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal

MAINTENANCE. Work required to preserve and maintain a real property facility in such condition that it may be used effectively for its designated functional purpose. Maintenance includes work done to prevent damage which would be more costly to restore than to prevent. Maintenance includes work to sustain components.

MONTHLY STATUS REPORT. To keep project status visible to senior management in the customer and delivery organization by providing an appropriate summary of project status on a regular monthly basis.

NEW WORK. Work that results in the creation or addition to an existing facility or a building component, irrespective of whether the work is funded from a construction or an operation and maintenance (O&M) account.

OTHER DIRECT COSTS. Non-labor and non-travel expenses incurred for the Government (i.e. facilities, shipments).

PHYSICAL SECURITY. Actions that prevent the loss or damage of Government property.

PROJECT MANAGEMENT PLAN. A plan for executing a project and to meet specific objectives for the project. It should be used as a foundation for information and resource management planning and guidance.

PERFORMANCE WORK STATEMENT. Explains concisely what is to be accomplished in terms of results so that the Government can monitor and evaluate the progress and result of the project effectively.

PREVENTIVE MAINTENANCE (PM). Routine, recurring sustainment work performed on all real property facilities (RPF). PM is systematic inspection, care, and servicing of equipment, utility plants and systems, buildings, structures, and grounds facilities performed to detect and correct incipient failures and accomplishing minor maintenance. PM is executed by a Preventive Maintenance Order (PMO) in support of a preventive maintenance plan.

PREVENTIVE MAINTENANCE ORDER (PMO). A PMO is the work authorization document for recurring maintenance work that is performed on a scheduled basis (also referred to as Preventive Maintenance (PM)). All Preventive Maintenance plans will be entered into EBS; this is required in order to generate the PMO at the frequency required. PMO tasks include, but are not limited to, annual inspection of sump pumps, grounding point testing, maintenance of kitchen equipment, and annual cleaning of cooling towers. PMOs will be approved and issued on DA Form 4283, Facilities Engineering Work Request, or equivalent computer-produced facsimile or printout. Contractor execution of PMOs will be pre-approved by the Government following the review of Contractor work plans and schedules. Any changes in scheduled workload will be negotiated and incorporated into the contract by modification. Frequency requirements for scheduled tasks are presented at the FA level, as applicable.

PROJECT WORK ORDER (PWO). A work authorization document used for unscheduled work, including project-oriented work such as repairs, modifications, replacements, or installations that exceed the thresholds for a DMO, customer reimbursable work, and new work. PWOs can vary significantly in nature, scope, expertise, and location. Each PWO will be fixed priced based on the negotiated proposals required to accomplish the scope of work.

QUALITY ASSURANCE. The Government procedures to verify that services being performed by the Contractor are acceptable IAW with established standards and requirements of this contract.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP). An organized written document specifying the Government surveillance methodology to be used for surveillance of Contractor performance.

QUALITY CONTROL. All necessary measures taken by the Contractor to assure that the quality of a product or service must meet contract requirements.

QUALITY CONTROL PLAN. The Contractor's standardized procedure/methodology for self-monitoring and documenting contract performance to ensure all contract requirements are met.

QUARTERLY MANAGEMENT REPORT. To keep project status visible to senior management in the customer and delivery organization by providing an appropriate summary of project status/management on a quarterly basis

REAL PROPERTY. DoD Lands, buildings, structures, utility systems, improvements, and appurtenances, thereto that includes equipment attached to and made part of buildings and structures, but not movable equipment. See Federal Management Regulation 102-71.20 (41 CFR 102-71.20).

RECOVERY TOOLS. Repairing, restoring, or diagnosing computer problems and systems.

RESPONSE. Time in which the HVACR Technician arrives on site and meet with POC.

SUBCONTRACTOR. One that enters a contract with a prime Contractor. The Government does not have privity of contract with the Subcontractors.

TECHNICAL POINT OF CONTACT (TPOC). The scope and complexity of PWS contracts may necessitate appointment of one or more TPOCs to assist the COR with the surveillance of the Contractor's performance against the contract requirements. TPOCs have responsibility for surveillance of the Contractor's performance against PWS requirements. TPOCs act as technical advisor(s) to the COR.

WIDE AREA WORKFLOW. A web-based application that allows Contractors to electronically submit invoices and receiving reports and the Government to inspect, accept, receive, and pay electronically.

WORKDAY. A day on which the government is routinely present, usually Monday through Friday, excluding federal holidays. A workday is distinguished from a calendar day, as within ten calendar days there may be a range of five to eight workdays.

WORK WEEK. Monday through Friday, except for Federal holidays unless specified otherwise.

C1.4.2 Acronyms

AAR	After Action Review
ACD	Accelerated Capabilities Division
ALP	Acceptable Level of Performance
BAS	Building Automation System
BBP	Best Business Practice
BCS	Building Control Systems
CAC	Common Access Card
CFR	Code of Federal Regulations
CLIN	Contract Line-Item Number
CNA	Capability Needs Analysis
CoE	Center of Excellence
CONOPS	Concept of Operations
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer's Representative
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense
DODD	DoD Directive
DSSR	Department of State Standardized Regulations
FAR	Federal Acquisition Regulation
FFP	Firm Fixed Price
FRCS	Facilities Related Control System
FTR	Federal Travel Regulations
GFE	Government-Furnished Equipment
GFP	Government-Furnished Property
GFI	Government-Furnished Information

IA	Information Assurance
IAW	In Accordance With
ID	Identification
IDIQ	Indefinite Delivery/Indefinite Quantity
IS	Information Systems
IT	Information Technology
JIIM	Joint, Interagency, Intergovernmental and Multi-national
JPAS	Joint Personnel Adjudication System
JTR	Joint Travel Regulations
KO	Contracting Officer
MSR	Monthly Status Report
NIE	Network Integration Evaluations
NOSC	Network Operations Support Center
OCI	Organizational Conflict of Interest
	Outside Continental United States
ODC	Other Direct Costs
OPSEC	Operations Security
PIPO	Phase In/Phase Out
PMP	Project Management Plan
POC	Point of Contact
POP	Period of Performance
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
QMR	Quarterly Management Report
SOP	Standard Operating Procedures
VAL	Visit Authorization Letter
WAWF	Wide Area Workflow
WBS	Work Breakdown Structure

C.2 GENERAL INFORMATION

C2.1 Contract Type

The Government will award a Firm Fixed Price PWS for routine and ad hoc work.

C2.2 Place of Performance

The work to be performed under this PWS must be performed at Government facilities located on DLA Weapons Support, Defense Supply Center Columbus, 3990 East Broad Street, Columbus, OH 43218.

C2.3 Period of Performance

The period of performance must be for one (1) base year of 12 months and one (1) 12-month option year.

Base Year:	1 November 2026 – 31 October 2027
Option Year I:	1 November 2027 – 31 October 2028

C2.4 Duty Hours And Access to DSCC

Due to changing traffic requirements brought on by construction, changing missions, and security concerns within DSCC, access to the installation is subject to change, sometimes with little or no warning. All inbound traffic is ID checked and requires a visitors pass or permanent badge.

C2.4.1 Force Protection Conditions (FPCONs)

Force Protection Conditions (FPCONs) may affect access to DSCC. The FPCON is established by the host installation or higher national command authorities, and the Installation Commander is responsible for implementing the proper response to progressive levels of terrorist threats. FPCONs are normally displayed at most entrance gates, building entrances and office entrances. The Contractor shall adhere to and operate IAW any restrictions imposed as a result of a FPCON. Measures implemented under the various levels of terrorist threat may impact the Contractor's normal operational approach to distribution services. The Contractor shall ensure that installation support services are sustained during heightened security measures.

C2.4.2 Curtailment of Operations

When operations are curtailed due to manmade or natural conditions on a working day, it may be necessary for the Government to interrupt that day's work under this contract. The Contractor must reschedule the work on any day acceptable to the Government. If the KO agrees, the Contractor may continue the work as scheduled. The KO will provide verbal announcements of immediate curtailment of operations to the Contractor.

C2.4.3 Inclement Weather Delay

Contractor personnel must report on-site and maintain operations during inclement weather events. If the Contractor determines that conditions are unsafe to travel or continue operations, the Contractor must immediately notify the KO/COR to request

approval for the suspension of operations. If granted, the Contractor must resume operations immediately upon weather clearance or KO/COR direction.

C2.4.4 Installation Closures

When an unforeseen Installation closure occurs on a regularly scheduled day of work, the Contractor must reschedule the work to be performed the next business day following the closure unless the following day is a Saturday, Sunday, a recognized Federal Holiday, and when routine work is not scheduled for that day. Reschedule the work on any day mutually satisfactory.

C2.4.5 Federal Holidays

On Federal holidays, the Contractor shall be on-call within two (2) hours to respond to emergency requisitions.

Federal Holidays are as follows:

Table 2.4-1 - Federal Holidays

Holiday	Day
New Year’s Day	1st day of January
Martin Luther King Jr.'s Birthday	3rd Monday of January
Presidents’ Day	3rd Monday of February
Memorial Day	Last Monday of May
Juneteenth	19th Day of June
Independence Day	4th day of July
Labor Day	1st Monday of September
Columbus Day	2nd Monday of October
Veterans Day	11th day of November
Thanksgiving Day	4th Thursday of November
Christmas Day	25th day of December

C2.4.5.1 Executive Orders (EO)

In the event an Executive Order (EO) issued by the President of the United States declares Agencies of the Federal Government closed for a regularly scheduled workday, the KO or designee will determine and advise the contractor on whether services are required for that day.

C2.4.6 Installation Core Hours

Installation core hours are from 0700-1530 weekdays. Some installation tenants work seven (7) days per week, 24 hours per day, and 365 days per year. A valid DSCC badge or equivalent is required for all contractor personnel for entrance to the DSCC. The Pass & ID Office is open Monday – Friday, 0600 – 1500 (closed on all Federal holidays). After core hours, entrance will be granted only to individuals that have been authorized to enter after normal working hours. A DSCC electronic key/badge is also required to access some of the facilities.

C2.4.7 Contractor Operating Hours

The contractor must have alternating Full Time Equivalent (FTE) work schedules to cover the hours between 0630 through 1600 Eastern Time, Monday through Friday, and from 0700 to 1100 on Saturdays except Federal holidays or when Government facilities are closed due to emergencies, administrative closings or similar Government directed facility closings. The Contractor may be required to provide personnel for varying schedules to perform the requirements of the contract. The Contractor shall provide Contractor personnel, as required, at all other times to provide services, e.g., emergencies or scheduled after-hours work.

C.3 GOVERNMENT INFORMATION

C3.1 Contracting Officer (KO)

The KO is the only person authorized to direct changes in any of the requirements under this contract, and, notwithstanding any provisions contained elsewhere in this contract, said authority remains solely with the KO. In the event the Contractor makes any change at the direction of any person other than the KO, the change must be considered to have been made without authority and solely at the risk of the Contractor. All contract administration will be affected by the KO. Communications pertaining to contractual administrative matters must be addressed to the KO. No changes in or deviation from the terms and conditions must be affected, without a written modification to the contract, executed by the KO authorizing such changes. The KO will approve all submittals and plans required in this PWS.

C3.2 Contracting Officer Representative (COR)

The (COR) will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

C3.3 Government Furnished Property, Equipment and Services

All Government-furnished property (GFP) will be provided in accordance with FAR 52.245-1, and FAR 52.245-9. Government property must be used ONLY in performance of this PWS. The Contractor is accountable for all property provided by the Government and must be responsible for the security and condition of said property. All GFP is the property of the U.S. Government and must not be transferred to any individual, or agency, public or private without the express written approval of the Contracting Officer. The Contractor must provide a method of tracking and managing GFP. Serialized items must be annotated at the time of issue, with a signature of acknowledgement by the individual Contractor(s). Government personnel will determine property disposition, acquisitions, and final acceptance of deliveries of Government services/supplies. Contractor assumes the risk of, and must be responsible for, any loss or destruction of, or damage to, items of Government property, that are removed from the installation/premises by the Contractor.

C3.3.1 Government Provided Facilities

The Government will furnish and/or make available facilities workspace in Building 20A. Space is move-in ready. Space will include 4 contractor parking spots. Any modification of the assigned facility space performed by the Contractor at his or her expense must be requested and approved by the Contracting Officer with documentation describing, in detail, the modification requested, and all required host installation approvals must be obtained from the

real property owner (as necessary). Compliance with OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the contractor. No alterations to the facilities must be made without specific written permission from the Contracting Officer, and, if appropriate, the real property owner; however, in the case of alterations necessary for OSHA compliance, such permission must not be unreasonably withheld. The Contractor must maintain the facilities and return to the Government in the same or better condition received, taking into account normal wear and tear. These facilities must only be used for performance of this PWS.

C3.3.1.1 Storage Space

Space will be provided for the storage of supplies and equipment that is to be used in the performance of work under the Contract. The Contractor must maintain this space in a clean, neat and orderly condition. Contractor must store all flammable or combustible liquids in a UL-rated flammable storage cabinet or inside storage room as indicated in 29 C.F.R. 1910.106(d) and NFPA 30. The Government must not be responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts, or equipment.

C3.3.2 Utilities

The Government will furnish the utility services for use in the work to be performed under this contract.

C3.3.2.1 Utility Provider Information

a. Electric: American Electric Power Ohio (AEP Ohio)
b. Water & Sewer: City of Columbus Water & Power
c. Gas: Columbia Gas of Ohio

C.4 CONTRACTOR GENERAL REQUIRMENTS

C4.1 Project Management Support

The contractor must provide all management, administration, security, quality control, and all else required to ensure successful completion of the awarded PWS. Project management support must fully integrate, manage, control, and document all phases of the PWS requirements.

C4.2 Phase In/Out Period

To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor must have personnel on board, during the thirty (30) day phase in/ phase out periods. During the phase in period, the Contractor must become familiar with performance requirements to commence full performance of services on the contract start date.

C4.2.1 Phase in Plan

The Contractor must provide a plan 30 days after award. The Contractor must coordinate with the Government in planning and implementing a complete transition to the Contractor's support model. The Contractor must collaborate with the Government to develop and deliver an Incoming Transition Plan. The Government will designate a transition period for the incoming Contractor to coordinate and work with the incumbent Contractor, if applicable. The transition plan must include, but is not limited to the following:

a. Coordination with Government representatives.
b. Review, evaluation, and transition of current contract requirements.
c. Government-approved training and certification process.
d. Transfer of hardware warranties and software license.
e. Transfer of Government Furnished Equipment (GFE)
f. Coordinate with the Government to account for Government keys, ID/access cards, and security codes.

C4.2.2 Outgoing Transition Plan

The Contractor must provide an Outgoing Transition Plan a minimum of 60 days before the contract end date. The plan must account for 30 days of outgoing transition for transitioning work from an active contract to a follow-on contract/order or Government entity. This transition may be to a government entity, another contractor or to the incumbent contractor under a new contract/order. In accordance with the Government-approved plan, the Contractor must assist the Government in planning and implementing a complete transition from this Contract and/or orders issued under this Contract to a successful provider. This must include formal coordination with Government staff and successor staff and management. This transition plan must include, but is not limited to:

a. Coordination with Government representatives
b. Review, evaluation, and transition of current contract requirements
c. Transfer of hardware warranties and software licenses

d. Transfer of all necessary technical documentation

e. Transfer of Government Furnished Equipment (GFE)

f. Turn-in of all Government keys, ID/access cards, and passwords

C4.3 Post Award Conference/Periodic Progress Meetings

The Contractor must attend any post award conference convened by the contracting activity or contract administration office IAW Federal Acquisition Regulation (FAR) Subpart 42.5(a) (b), Post Award Orientation. The Contracting Officer, CORs, and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings, the Contracting Officer or designated representative will apprise the Contractor of how the Government views the Contractor's performance and the Contractor must apprise the Government of problems, if any, being experienced. Appropriate action must be taken to resolve outstanding issues. These meetings must be at no additional cost to the Government.

C4.3.1 Monthly Status Report (MSR)

The Contractor must provide a MSR meeting that analyzes the PWS status and provides accounting information. The MSR is due the 15th of every month. If the 15th is not a business day, submit the MSR on the last business day prior to the 15th. On the last business day of the contract period if period of performance is complete prior to the 15th of the month or business day before the 15h if it falls on a non-business day. The MSR must include the following elements:

a. A summary of work performed by each specific task area (PMOs, DMOs, PWOs) for the reporting period

b. A summary of problems or safety incidents encountered and recommended solutions

c. A summary of training and certifications completed or outstanding

d. Work percentage complete, financials, and other related items

e. Operating schedule changes (manual, programmed).

f. Monthly water treatment test results

g. A copy of the updated refrigerant control logs

h. Inspection and test results

i. A summary of all meetings, hours, troubleshooting, and documentation for Cybersecurity Requirements

j. 30-day outlook

C4.3.2 Meeting Notes

The Contractor must prepare and provide notes taken during meetings attended at the direction of the KO, or COR. Notes must document meeting purpose, date, participants, issues discussed, decisions/recommendations made, and action items. Notes must be submitted to the KO or COR five (5) days after meetings.

C4.4 Work Management

Scheduled reoccurring maintenance will be accomplished as Preventive Maintenance Orders (PMO) and unscheduled maintenance and repair work order requests are executed as Demand Maintenance Orders (DMO) or Project Work Orders (PWO).

C4.4.1 Work Coordination

The Contractor shall schedule and arrange work to cause the least interference with the normal occurrence of Government business and mission. For planned work that will cause a significant disruption (e.g., power outage, water shut-off, major noise), the Contractor shall provide at least fifteen (15) working days' advance notification to the COR and affected tenants. For routine, non-disruptive work, standard scheduling coordination is sufficient. The Contractor shall reschedule any work that the KO or designee deems necessary to avoid unacceptable disruptions in the Government's mission.

C4.4.1.1 Tenant Service / Coordination

The Contractor shall establish customer support procedures and provide these procedures in writing to the KO or designee thirty (30) days after NTP.

The Contractor procedures shall include as a minimum the process for:

a. Notifying/coordinating with tenants to schedule work: The Contractor is not permitted to move Government equipment/materials when preparing worksite for work unless explicitly directed by the KO or designee. Therefore, the Contractor shall, prior to performing work, coordinate with the tenant as to when work will begin so that equipment/material can be repositioned from the affected work area.
b. Notifying customers to inspect/accept completed work.
c. Designate a phone number for providing status of WOs when requested by the Government.

C4.4.2 Enterprise Business System (EBS) Plant Maintenance

EBS-Plant Maintenance is a multi-command, automated information and evaluation system which encompasses life-cycle management of real property resources from conception through design, construction, operation, maintenance, and disposal. The EBS Plant Maintenance is also a production scheduling and contract monitoring system used to process work requests. EBS-Plant Maintenance tracks repair and maintenance expenditures by individual facility, minor construction and alterations project expenditures, labor and equipment data, and provides information reported to higher levels of command. The use of DLA Enterprise Business System (EBS) or any other DLA supplied government system authorized by HQ DM in use at the time is mandatory to manage and track facility maintenance work and material/parts usage and inventory on DLA Real Property assets.

C4.4.2.1 EBS Work Management

The Contractor must use EBS-Plant Maintenance to track all work requests and to log, schedule, and record all labor and other costs associated with each work order. The Contractor shall enter an adequate work description into EBS. The Contractor shall use the EBS work order number as the work order number through completion of the work order. The Contractor shall

enter EBS data properly and accurately into EBS. Upon completion of a work, the Contractor shall input the time taken to perform each task identified, the parts used (by part number, part name, quantity and the cost per unit), and the name of the Contractor personnel performing repair within 1 day of completing the repair or maintenance action to include work performed by subcontractors.

C4.4.2.2 EBS Input

The Contractor shall input the following information for all facility related PMO, DMO and PWO actions:

a. Date and time of service call notification and arrival at location
b. Model, serial number and location of the equipment involved
c. For PM, the labor hours spent to perform each task identified
d. For FWOs, labor hours and associated labor rates
e. All replacement parts used by part number, part name, quantity and cost per unit supported by actual supplier invoices, published price lists and/or proof of payment.
f. Indicate if a “like new” part has been installed or used in the repair
g. Description of malfunction and work/service performed, and corrective action taken if action is a repair

C4.4.2.3 Manual Operations Contingency Plan

The Contractor must establish a Contingency Plan for manual operations in the event that a power failure or other situations prevent the electronic processing of DMO, PWO and PMO related work documentation. The plan must be delivered to the KO within thirty (30) days of the notice to proceed. The plan must include provisions for manually processing and executing emergency work orders, logging and execution of non-emergency work orders, and updating data into the Government system of record upon restoration of system availability.

C4.4.3 Work Reception - Normal Duty Hours

The DLA Installation Management Work Reception Desk (WRD) is responsible for creating work orders and notifying the Contractor for execution. The Site WRD is manned by Government employees and receives all work requests during normal duty hours (0700 -1600). During normal duty hours the WRD will receive work requests from customers, assign priorities, and send approved requests as a DMO or PWO to the Contractor. The WRD will transfer work request requirements to the Contractor electronically. The Contractor is pre-authorized to execute all released DMOs based on their assigned priority, provided the work falls within the established DMO thresholds. DMOs exceeding the authorized limit must be converted to a Project Work Order (PWO) IAW C4.4.8 Project Work Orders (PWOs) Administration.

C4.4.4 Work Reception - Outside of Normal Duty Hours

Work reception must be managed by the Contractor after normal duty hours, on weekends, and on Federal Holidays via a call-in system. The Contractor must provide an after-hours phone number for receiving work requests. Upon receipt of an after-hours work request, the Contractor’s designated point of contact (POC) must call a COR listed on the Installation’s after-hours contact list for work approval prior to execution. The POC must provide the COR with the

scope of the work request, location, urgency, and any other pertinent details necessary for approval. The Contractor must log all after-hours work requests and provide the details to the Work Reception Desk for entry into EBS the following duty day. Details must include the date and time, name of the requester, a summary of the work requested, the approver, and the name and employer of the technician who responded to the approved request(s). The Work Reception Desk will enter all work requests initiated outside of normal business hours into the system of record the next duty day.

C4.4.5 Project Management Plan (PMP)

The Contractor must provide and maintain a comprehensive Project Management Plan (PMP). The PMP shall detail the Contractor's approach to fulfilling all requirements of this PWS. The initial PMP shall be submitted to the Contracting Officer's Representative (COR) no later than 60 calendar days after contract award. An outline of this plan must be submitted with the Contractor's Proposal.

C4.4.5.1 PMP Requirements

The project management plan must include the following:

a. A high-level summary including project name, contract number, a list of subcontractors and key stakeholders, and their responsibilities.
b. A brief description of the systems and facilities covered under the PWS
c. Detail the methods, frequency, and format for all formal communications (e.g., monthly status meetings, monthly reports, emergency notifications).
d. Detailed schedule of all PMO tasks for each piece of equipment, including frequency and procedures, based on manufacturer recommendations and attached PWS Technical Exhibits.
e. Describe A step-by-step workflow for how demand maintenance orders (DMOs) will be handled—from initial service request and work order generation in EBS to execution, testing, and closeout.

C4.4.6 Preventative Maintenance Order (PMO) Program

The Contractor shall develop and execute a PMO program based off the schedule developed in the PMP. The Contractor shall first verify and update the equipment in the buildings listed in TE-02. During the equipment inventory assessment, the Contractor shall at a minimum, collect the equipment MCD (serial) number, equipment description, work center (shop), building number, frequency basis for that equipment (e.g., monthly, quarterly, annually, etc.), maintenance plan and task list. Upon completion of the equipment verification, the PMO program schedule shall be developed and entered into EBS. The PMO program shall be completed and fully operational in EBS no later than one hundred twenty (120) days after contract start date. The Contractor shall be responsible for maintaining an up-to-date and accurate equipment list and associated PMO Schedules in EBS throughout the life of the contract.

C4.4.6.1 Preventive Maintenance Order Administration

The contractor shall receive PMOs from EBS-Plant Maintenance and must execute all PMOs as scheduled. The Contractor technicians must complete scheduled PMO work no later than the scheduled date plus the allowed grace period: five (5) calendar days for monthly PMs, fourteen

(14) calendar days for quarterly PMs, and thirty (30) calendar days for semiannual and annual PMs. Within seven (7) days of PMO completion, the Contractor must technically complete the PMO in EBS.

C4.4.6.1.1 PMO Logs

The Contractor must prepare and update equipment maintenance logs as part of the Preventative Maintenance services for all major systems or equipment. Major systems or equipment include but are not limited to heating/boiler plant equipment; HVAC systems or units; energy monitoring & control system; commercial kitchen equipment; lift stations; at the facility. Maintenance logs must be prepared/ updated based on State and local building code requirements and/or to maintain equipment or system warrantees. PMO logs to be completed within 1 day of PMO completion.

C4.4.6.1.1.1 PMO Log Requirements

Each maintenance log/chart must note location, the equipment's name and manufacturer's model number, the inspection/repair date, type of maintenance services/repairs performed, , and name of the individual who performed the work. Logs will be placed in a plastic protective pouch located on the equipment. This pouch will be provided by the Contractor and permanently fastened to the equipment in a readily accessible location and so it does not interfere with operational or maintenance functions. All logs are to be kept up to date by the Contractor.

C4.4.7 Demand Maintenance Orders (DMOs) Administration

DMOs are work authorization documents used for unscheduled corrective work. A DMO is any routine maintenance or repair work order for which the total estimated cost (combined labor and materials) does not exceed $2,000 or over 32 hours in labor. This threshold ensures that individual routine service orders do not inadvertently cross the Davis-Bacon Act (DBA) threshold for construction and repair. If the total combined cost is expected to exceed $2,000, the work must be processed as a Project Work Order (PWO). All DMO tasks required to make the systems function properly that fall under the $2,000 total combined cost limit shall be included in the firm-fixed price for CLIN 0003 Maintenance Labor and CLIN 0004 Maintenance Materials.

C4.4.7.1 DMO and Priorities

The Work Reception Desk assigns all work order priorities and enters the work order into EBS. All work must be executed by the Contractor within the following timelines:

C4.4.7.1.1 Priority 1 (Emergency)

This priority is typically issued when immediate action is required to eliminate life-threatening or serious injury hazards to personnel, significant mission impact, or irreparable property damage. Priority 1 work requests must be responded to as soon as possible and no later than one (1) hour after receipt from the WRD or after approval by the COR during after-hours situations. Priority 1 work requests must be completed within twenty-four (24) hours of the request unless the urgency has been downgraded to Priority 2 or 3.

C4.4.7.1.2 Priority 2 (Urgent)

The Contractor must respond to the priority 2 work requests within 1 business day of receipt and complete within seven (7) calendar days from receipt, unless downgraded to a Priority 3 by a COR.

C4.4.7.1.3 Priority 3 (Routine)

The Contractor must schedule the work with the customer within five (5) business days of receipt from the WRD. The Contractor must survey the worksite, determine requirements, and coordinate a work schedule. The DMO must be completed within 30 calendar days of receipt from the WRD. Extensions require notification and adequate justification. The KO or COR will approve or deny extension requests.

C4.4.7.2 Duplicate Orders

The Contractor must actively monitor for duplicate work orders. If the Contractor identifies multiple work orders for similar work associated with the same building and room number (if applicable), the Contractor must treat these as a single work order, documenting them as one. The Contractor must reconcile duplicate orders by contacting the WRD.

C4.4.8 Project Work Orders (PWOs) Administration

PWOs are work authorizations used for unscheduled work, including project-oriented work such as repairs, modifications, replacements, or installations that exceed the thresholds for a DMO. PWOs can vary significantly in nature, scope, expertise, and location. Each PWO will be fixed priced based on the negotiated proposals required to accomplish the scope of work, and appropriate wage determinations must be incorporated as applicable

C4.4.8.1 Execution of PWO Work

The Government will develop the initial scope and issue documentation to the Contractor. The Contractor shall provide proposals for all PWO Work addressing the scope, performance schedule and proposed price. The proposal shall provide supporting data presented including labor, and other direct costs such as equipment, material, and subcontract estimates. The COR will evaluate the Contractor's estimate to determine if: (1) the scope has been clearly and accurately identified, (2) the task hours have been properly estimated with supporting data presented, and (3) equipment, material, and subcontract estimates are reasonable and properly documented and provide recommendations to the KO. After the estimate has been reviewed, the KO will determine whether to approve or negotiate elements of the PWO. Upon KO acceptance or negotiation of the proposed PWO, the KO will execute a NTP.

C4.4.8.2 Conversion of DMO to PWO

The Contractor shall not at any time exceed the DMO thresholds during performance without approval by the KO/COR. If the Contractor determines a DMO will exceed either the thirty-two (32) labor hour or $2,000 threshold, the procedures below must be followed.

C4.4.8.2.1 Conversion Prior to Execution

The Contractor shall stop work immediately upon determining that a DMO will exceed either the thirty-two (32) labor hours or $2,000 cost threshold. The Contractor shall immediately notify the KO/COR of the status of the DMO and complete the following tasks:

a. The Contractor must notify the KO/COR, in writing, of the reason for expecting the DMO to exceed the cost threshold and the preliminary cost estimate.

b. The Government may initiate a PWO or redefine the work requested to accomplish as a DMO.

c. If the Government initiates a PWO and determines the requirement is not an emergency requirement, the Contractor must proceed as if receiving a normal PWO as described in section C4.4.8 Project Work Orders (PWOs) Administration

d. If the Government initiates a PWO and determines it to be an emergency requirement, the Contractor must proceed as described in section C4.4.8.3 Emergency PWOs.

C4.4.8.2.2 Conversion during Execution

The Contractor shall stop work immediately upon determining that a DMO will exceed the thirty-two (32) labor hours or $2000 cost. The Contractor shall immediately notify the KO/COR of the status of the DMO and complete the following tasks:

a. The Contractor must notify the KO/COR in writing of the reason for expecting the DMO to exceed the cost threshold.

b. The Government may initiate a PWO, redefine the work requested to accomplish as a DMO, or cancel the DMO.

c. If the Government initiates a PWO,Duplicate Orders

d. The Contractor must actively monitor for duplicate work orders. If the Contractor identifies multiple work orders for similar work associated with the same building and room number (if applicable), the Contractor must treat these as a single work order, documenting them as one. The Contractor must reconcile duplicate orders by contacting the WRD.

e. Project Work Orders (PWOs)C4.4.8 Project Work Orders (PWOs) Administration or section C4.4.8.3 Emergency PWOs as directed by the COR. The DMO will be canceled and credited back to the Government. All costs expended under the DMO must be incorporated in the PWO.

f. If the Government cancels the DMO, the Contractor shall cease work and leave the work site in a safe and stable condition.

C4.4.8.3 Emergency PWOs

The Government will determine when an emergency exists that requires a PWO. All emergency PWOs are time and material efforts. The KO/COR must direct the Contractor to immediately begin work on the PWO requirement. The KO/COR may issue this direction verbally and follow up in writing. Emergency PWOs must be executed as follows:

a. The Contractor must immediately begin/continue work, as directed by the KO or COR.

b. The Contractor must provide estimated cost of work to the COR within 24hrs for budgeting purposes.

c. The Government will initiate or amend a written work request and submit it to the Contractor as a notice to proceed but not to exceed (NTP/NTE) the budgeted amount.

d. The Contractor must monitor costs to ensure no work is performed beyond the NTP/NTE amount. If costs are expected to exceed the NTP/NTE budgeted amount, the Contractor must notify the KO/COR before exceedance and request approval for anticipated costs to be complete. e. If an increased NTP/NTE amount is approved the Contractor may continue work execution up to the new approval amount. If an increased NTP/NTE amount is not approved the Contractor must complete efforts as directed by the COR and close out the PWO.

e. The Contractor must submit documentation of costs (to include labor hours, equipment costs, material costs, sub-contractor costs, etc.) with receipts for all work performed on the Emergency PWO to the KO/COR within thirty (30) calendar days of work completion.

C4.4.8.4 Cost Estimates for PWOs

The PWO cost estimate process must proceed as follows:

a. The Contractor must provide a biddable scope, design (if required), and a detailed cost estimate based on the scope provided to the COR within fourteen (14) calendar days of receipt. Note: For very complex PWOs the KO may authorize more days upon the Contractor's request.

b. The Contractor will provide scope, design, and cost estimates within seven (7) calendar days of receipt for High Priority requests.

c. For emergency PWOs, the Contractor must provide the preliminary scope and an estimate within 24 hours.

d. The Contractor shall bill for all approved PWOs consistent with the direction provided at FAR 52.232-5, Payments under Fixed-Price Construction Contracts.

C4.4.8.4.1 Preparation of Detailed Estimates

The Contractor must prepare detailed estimate of the labor, equipment and materials required to complete PWO work using industry accepted estimating procedures and data from appropriate estimating sources approved by the COR. All estimates, supporting information, documentation, and calculations must be submitted to the COR. Estimates must be prepared electronically, submitted, and approved by the COR.

C4.4.8.4.2 Subcontract Work

Work, which the Contractor proposes to subcontract, must be identified in the estimate. Information, documentation, and calculation required for subcontract work is the same as that required for work to be performed by the Contractor's work force.

C4.4.8.4.3 Specialty Subcontracting Work

For specialized services where estimating standards are not applicable, the Contractor must prepare a proposal that must include a minimum of three (3) Subcontractor quotes. Quotes must include all labor, material and equipment necessary for Subcontractor to complete the work to be performed on the work request. If the work is of such a type that only one (1) Subcontractor can be found to perform the work, then a proposal, including breakout of costs,

must be provided sufficient for the KO to determine that the price is reasonable. If only one (1) Subcontractor is solicited the Contractor must provide information to the KO sufficient to justify the sole source procurement.

C4.4.8.5 Wage Rates for PWOs

Specific work must be subject to wage rates under current Construction Wage Rates.

C4.4.8.6 Unforeseen Conditions

When unforeseen conditions increase the cost of the PWO, the contractor must stop work on the PWO and inform the KO/COR immediately. Examples of unforeseen conditions are the discovery of deficiencies within walls and ceilings that could not be known to the contractor. The contractor must, at the direction of the KO/COR, estimate the amount of additional labor, material, and equipment required to complete the work. The contractor must provide the estimate to the government and must do no further work on the PWO until directed to do so by the government. In the case of an emergency (life threatening, damage to government property), approval to continue work may be given verbally by the KO or COR. The government will, at its discretion, concur or non-concur with the estimate of additional work.

C4.4.8.7 Additional Work

When additional work is required, the original scope of work and price of the PWO must be revised accordingly. After change approval, the contractor must resume work on the PWO immediately or as directed by the government.

C4.4.8.8 Stopping Work with Intent to Restart

The KO or COR may stop work on a PWO with the intention of restarting the work later if required to secure the job site for health, safety, climatic conditions, or to protect and preserve equipment and structures. The contractor must estimate this cost and provide to the KO and COR for concurrence.

C4.4.8.9 Stopping Work with No Intent to Restart Work

If the government determines that a PWO should be terminated, it may do so at any time. The KO or COR will terminate work immediately, or not complete work beyond a particular phase of the PWO. Upon notice of termination, the contractor must estimate the cost of work completed and to secure the job site. The contractor must submit the costs for work performed and the estimate to properly terminate in-progress work to the KO/COR.

C4.4.8.10 PWO Records

The Contractor must maintain a record of all documentation required to execute PWOs under the contract (i.e. scopes, cost estimates, actual costs, utility locates, submittals, as-builts, warranties, etc.). All records related to PWOs must be made available to the COR or KO.

C4.4.9 Warranty Program

The Contractor shall establish and maintain a Warranty Program to warrant all equipment, parts, components, where the manufacturers provide a warranty and shall be exercised for the

duration of this contract. The Contractor shall input the warranty information into EBS and provide the COR/KO with a current log of all equipment covered by an existing warranty. The warranty data shall be updated and submitted to the COR/KO monthly. The warranty information in the excel sheet should match exactly what is in EBS. The Contractor shall provide a plan for managing warranties with the technical proposal. All warranty data shall be returned to the Government at contract completion. When Contractor personnel determine that a warranted item not installed by the Contractor requires service, the Contractor shall notify the COR in writing no later than 9:00 AM the next working day or give telephone notification within fifteen (15) minutes of detection if the deficiency threatens damage to personnel or property. The contractor will not be responsible for any incomplete information provided by Installation Management for warranties prior to the completion of phase in/out.

C4.4.9.1 Routing of Warranty DMOs

The Contractor personnel must be familiar with all facilities and equipment under warranty to notify the Warranty Manager of DMO requests impacting warranties. Warranty items that may have been overlooked by the DMO review may be flagged by technicians or workmen as warranty items. In such cases, the DMO must be routed back to the Warranty Manager and the DMO must be routed to the warranty provider for repair. The Contractor must place the warranty calls and track status until warranty repair has been completed.

C4.4.9.2 Exceptions

The existence of a warranty does not alleviate the Contractor of his responsibility to perform work needed to prevent potential damage to personnel and property or to prevent unnecessary shutdown of facilities and functions. For emergency or urgent repairs and where the Warranty Company is not able to respond on a timely basis, the Contractor will repair it. Repair charges must be assessed to the warranty Company.

C4.4.10 Technical Document Library Operation

The Contractor shall create, maintain, and manage a current electronic Technical Document Library accessible to authorized Government personnel via a designated Government storage location. This library shall serve as the central repository for all technical documentation related to facilities and equipment covered by this PWS. The library shall include but not limited to: Operations & Maintenance (O&M) manuals, as-built drawings, schematics, Test and Balance reports, commissioning reports, training videos, and warranties. The library shall be logically organized by building, system, and equipment for ease of access. The Contractor shall update the library as required to ensure all information therein is correct. The Technical Document Library and all its contents shall be considered Government property.

C4.4.11 Work Standards

Maintenance and repairs must be conducted in manner consistent with the equipment manufacturer's guidelines to ensure that warranties remain valid. The technical specifications within this PWS define the quality of maintenance and repair accomplished under this Contract. When a standard is not directed, the Contractor must perform required work to meet industry trade customs and practices and in manner consistent with the manufacturer's guidelines to ensure that warranties remain valid. If floors, cabinets, appliances, foundations, and other items are removed in order to gain access to the system component to be repaired, the Contractor must return any repaired area to a condition comparable to the original construction after work is

completed. Any Government or occupant owned property damaged by the Contractor must be repaired or replaced immediately at contractor's expense.

C4.4.12 Unsatisfactory Work

When a follow-up visit is required to correct an unsatisfactory performance reported by a customer within thirty (30) calendar days from order date, the order must remain open and if closed, the order will be reopened, and the user status will be changed to rework. Additional labor or other costs will not be charged to the order if the re-work is necessary due to the quality of the repair/maintenance not meeting the requirement in this PWS. In the event it is determined by KO or COR that the rework repair is not related to the original requirement a new work order will be created. A full explanation will be noted in EBS by the Contractor in both the original and the newly created DMO.

C4.5 Material and Supplies

The Contractor must furnish all materials necessary, to include tools to perform the contract requirements and must return to the Government the threshold of critical parts on hand at the termination of performance of these requirements. No inventory of the material returned to the Government will be taken at the termination of this contract. The Government is not responsible for lost or stolen tools or equipment. The Contractor must furnish extensions from utility connections. The Contractor must provide Personal Protective Equipment (PPE) and uniforms for its employees appropriate for the work to be performed (e.g., gloves, sleeves, coveralls, poles for high voltage personnel; respirators; safety boots; etc.). The Contractor must calibrate and perform safety checks on all tools and equipment. The Contractor is responsible for obtaining equipment maintenance service manuals that are not available from the Government.

C4.5.1 Replacement Parts/Products

All replacement units, parts, components, and materials to be used must be compatible with that existing equipment on which it is to be used; must be of equal or better quality than original equipment specifications; must comply with applicable Government, commercial, or industrial standards such as National Board of Underwriters or Underwriters' Laboratories, Inc., National Board of Fire Underwriters, National Fire Protection Association, National Electrical Manufacturer's Association, American Society of Mechanical Engineers, etc.; and used in accordance with original design and manufacturer intent. If the original manufacturer has updated the quality of parts for current production, parts supplied under this contract must equal or exceed the updated quality.

C4.5.2 Spare Parts/Products

The Contractor must keep on hand a 30-day supply of material for direct support of HVAC, plumbing and electrical maintenance. Facilities maintenance parts should include but not limited to: Evaporated Cooler parts, filters, belts, conduit, wire, pipe, etc. The Government reserves the right to request what parts need to be in reserve. At the end of the contract the spare parts/products must be turned over to the Government.

C4.5.3 Refrigerants

Refrigerants, parts, and maintenance materials delivered to the post are to be new and unused. Reclaimed refrigerants are not to be delivered to posts. Reclaimed refrigerants within post

compounds are to be retained and stored and may be used if not contaminated. Ensure all refrigerants are handled by licensed personnel. Provide copies of current handler certification and refrigerant amounts removed/added/leaked to Site Environmental Office, prior to the start of work. All refrigerant vessels must be properly labeled, and the labels must be free from damage.

C4.5.4 Material Deliveries

All contractor deliveries must initially be taken to Building 17, Section 3 for off-loading and screening. The Government will visually inspect and screen the materials. The contractor is then responsible for loading the materials onto their vehicles and delivering the materials to their destination. The Contractor must be responsible for the loading, transporting and unloading of all equipment, materials and supplies to be used in performance of this PWS. Materials delivered to the site must be inspected for damage, unloaded, and stored with a minimum of handling. Storage facilities must be provided by the Contractor at the job site for maintaining materials at temperatures and conditions recommended by the manufacturer.

C4.6 Preparedness Exercises

As directed by the KO or designee, the Contractor shall participate in preparedness exercises relating to security disaster preparedness and response, wartime response, and emergency and environmental and similar preparedness exercises.

C4.6.1 Energy Resilience Readiness Exercise (ERRE)

The Contractor shall participate in all Government-directed installation ERREs, including but not limited to Black Starts or islanding tests. Contractor participation shall include providing key personnel and technical support throughout the entire exercise lifecycle phases as defined below.

C4.6.1.1 Planning and Risk Mitigation Participation Phase

The Contractor shall collaborate with the Government on an ongoing basis to identify at-risk systems and equipment. Upon identification, the Contractor is responsible for developing and executing a resolution plan to mitigate these risks, with work to be completed in a timely manner, well in advance of any scheduled exercise.

For a designated exercise, the Contractor shall work with the Government to:

a. Develop a formal Communications Plan, defining the chain of command, contact lists, and primary/alternate communication methods (e.g., radios, phones) for all exercise phases.
b. Establish the specific parameters, checklists for shutting down sensitive equipment, and the data or observational sheets to be completed by personnel.

C4.6.1.2 Execution Phase

C4.6.1.2.1 Start of the exercise

Immediately prior to the start of the exercise contractor personnel shall perform the following:

a. Contractor personnel shall shut down all designated sensitive equipment as directed by the COR or Government Exercise Lead.

b. Contractor personnel shall then provide documentation or a completed checklist verifying all shutdown parameters have been met.

C4.6.1.2.2 During the Exercise

During the exercise contractor personnel shall perform the following:

a. Maintain constant communication with the COR and other relevant parties in accordance with the established Communications Plan.
b. Operate and monitor all equipment and systems under their control, providing continuous status reports to the COR.
c. Accurately fill out all required data and observational sheets.
d. Immediately document and report any new risks, vulnerabilities, or critical incidents to the COR.
e. Perform repairs on failed equipment when possible.
f. Execute load-shedding procedures and bring assets online as directed.

C4.6.1.2.3 Conclusion of Exercise

At the conclusion of the exercise the contractor personnel shall perform the following:

a. The Contractor shall assist in the orderly restoration of all systems to normal operational status.
b. The Contractor must provide documentation confirming all equipment shut down prior to the exercise is back online, along with a detailed list of all items that failed or were repaired during the exercise.

C4.6.1.3 After-Action Phase

Following the exercise, the Contractor will provide technical input for the official After-Action Report. This input, supported by the completed data/observational sheets, must include:

a. The list of failed and repaired items.
b. A formal analysis of any new risks or vulnerabilities identified during the exercise.
c. Recommendations for procedural and communication improvements based on observations and actions taken.

C4.6.2 COOP Exercises

The KO or designee will coordinate with the Contractor to participate in the exercises of the Continuity of Operations Plan (COOP). The purpose and objective of the exercise is to exercise and validate the plan for various Government Systems; to exercise data integrity and application recoverability; test connectivity; discover areas of deficiency within the recovery plans and to document “lessons learned”; and to identify shortfalls and improve the procedures and recovery of documentation. Exercises are designed to test the operational capability attainable when a disaster situation warrants relocating multi-customer critical applications to the alternate processing facilities.

C4.6.3 Recall Notification and Personnel Accountability Exercises

The Contractor shall, when ordered to do so, participate in emergency and recall notification and personnel accountability exercises. The Contractor shall establish emergency notification and recall and personnel accountability procedures IAW DoDI 3001.02 Personnel Accountability in Conjunction with Natural or Manmade Disasters and test those procedures twice annually and when directed by the KO or designee. During the exercise, the Contractor shall determine the status and whereabouts of assigned personnel, report the status of each Contractor employee to the KO or designee within established timelines, and continue to report periodic status until further direction by the KO or designee. The Contractor shall follow their personnel accountability procedures in the event of a real emergency as directed by the KO or designee

C4.7 Invoicing

Payment and invoicing must be accomplished by payment through the Defense Finance Accounting Service (DFAS). Invoices must be submitted to the Wide Area Workflow (WAWF) system in accordance with DFARS 252.232-7003 Electronic Submission of Payment Requests and Receiving Reports and DFARS 252.232-7006 Wide Area Workflow payment instructions. Submit invoices once monthly IAW the following:

a. On the 15th of each month.
b. If the 15th is not a business day, submit the invoice on the last business day prior to the 15th.
c. On the last business day of the contract period if period of performance is complete prior to items one (1) and two (2).
d. As requested in writing from the KO or COR. The contractor must utilize a Wide Area Workflow (WAWF) electronic form of payment submission.

C4.8 Personal Services

Contractor must select, supervise, and exercise control and direction over his employees under this contract. The Government will not exercise any supervision or control over the Contractor's employees in performance of contractual services under this contract. The Contractor must ensure that no prohibited personal services (as described in FAR 37.201-1) are performed under this contract.

C4.9 Service Contractor Report (SCR)

The contractor shall report all contractor labor hours (including subcontractor labor hours) required for performance of services provided under this PWS for Defense Logistics Agency via a secure data collection site. Reporting input will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year.

C4.10 Custodial

The Contractor shall perform daily cleanup of work areas and assigned spaces. The Contractor shall remove all debris daily and properly dispose. Upon completion of the work orders, the

Contractor shall leave the work premises clean, neat, and professional looking. The Contractor's storage areas shall be free from accumulations of waste material and rubbish.

C4.11 Protection and Damage

The Contractor must make reasonable efforts to assist the Government to prevent hazardous conditions and property damage and to maintain security. The Contractor must promptly report such conditions or activities to the KO or their designee. The contractor must safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials must be secured. The Contractor must protect Government property, buildings, materials, equipment, supplies, records, and data within the Contractor's control against unauthorized access, loss, or damage and excessive energy consumption. The Contractor must provide reasonable assistance to security or emergency response personnel as needed.

C.5 CONTRACTOR PERSONNEL

The Contractor must furnish adequate supervision and the labor necessary to perform all services in an orderly, timely, and efficient manner. The Contractor must use qualified and experienced employees capable of achieving the goals established in the PWS. All personnel must maintain current qualifications and obtain all training required to meet mission requirements. Contractor personnel are employees of the Contractor and under its administrative control and supervision. The Contractor is expected to provide and maintain an on-site core staff during normal work hours. The Contractor, through its personnel, must perform the tasks ordered herein.

C5.1 Staffing Plan

A Staffing Plan for the Facilities must be submitted within 30 days of the contract NTP and 15 days after the start date of each option period. The staffing plan must describe how the contractor plans to staff the contract with the appropriate staffing levels and type of personnel to meet the requirements of this PWS.

The plan must include the following elements:

a. Organizational chart showing onsite and offsite FTE support
b. Job classifications and descriptions
c. Subcontract requirements
d. Experience and competency requirements
e. Primary job responsibilities

C5.1.1 Minimum Staffing

The Contractor must determine and maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS during normal working hours when the Government facility is open (i.e., non-holiday or weekend days). The Contractor must provide adequate staffing on stand-by to respond to emergency situations after duty hours. Contractor is typically expected to dispatch levels of staffing for each task sufficient to complete the work expeditiously, without unnecessary disruptions to facility operations, ongoing activities, or need for unusual oversight. When hiring personnel, the Contractor must keep in mind that the stability and continuity of the work force are essential.

C5.1.1.1 Electricians

The Contractor must provide at a minimum two full-time on-site electricians for Building 20 to perform tasks listed in Section C7.6 Electrical Tasks (Bldg 20 Only). The electricians must be available on-site from 7:00 to 16:00, Monday-Friday and at any other times required to effectively accomplish all contract work. Electricians must have a current journeyman commercial/industrial license issued by a State or other accredited board. Electricians performing Contractor work must have at least four (4) years' experience at the journeyman level experience obtained within the past seven (7) years in the field of inspection, testing, troubleshooting, repairing, operating and performing preventive maintenance on electrical power distribution systems.

C5.1.1.2 List of Current Employees

The Contractor must prepare a written list containing the complete name, duties, and assigned shift of each employee who will perform under this contract and submit the list to the COR or KO within five (5) days of NTP. The Contractor must submit an updated list within one (1) day upon change of employees.

C5.2 Citizenship

Each Contractor employee must be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence, or who presents evidence from the Immigration and Naturalization Service that employment will not affect his immigration status.

C5.3 Personnel Security Requirements

Most work to be performed under this requirement is unclassified, however, a security clearance may be required at some locations to allow unescorted access within certain buildings. Security clearance requirements will be further defined at the PWS level. All Contractor personnel proposed to work on the network, or any IT capabilities/functions (at a minimum) will be required to have an IT III (Non-Sensitive), IT II (Non-Critical Sensitive), or IT I (Critical Sensitive).

C5.4 Identification Badges

Contractor employees (including those of subcontractors) requiring physical access to the contractual place of performance and/or access to the DLA network/system for successful contract performance will be required to obtain a Common Access Card (CAC) prior to starting work. Lost or stolen CACs must be promptly reported by the Contractor to the KO or their authorized representative and to the appropriate Government security personnel. The Government will retain sole decisional authority on the issuance of a replacement CAC.

C5.5 Required Contractor Training and Certifications

Employees or subcontractors performing Contract work involving the operation, maintenance or repair, inspection, or testing of any piece of equipment or system must be trained and possess the knowledge, experience and skills pertinent to the equipment or system as demonstrated by a current training certificate from an equipment manufacturer or a certificate by an organization acceptable to the KO. All personnel or sub-contractor personnel must possess all certifications and licenses required by Federal, state and local jurisdictions for equipment that they must be operating, maintaining, repairing, inspecting or testing. The Contractor must describe how the workforce (management and labor) with the requisite knowledge, skills, abilities, and applicable licenses and certifications to perform the requirements will be trained and/or certifications/licenses obtain to perform PWS requirements and/or the validation of current training from review training records of personnel hired from the preceding contractor/contract. Copies of all certifications for Contractor employees must be kept on-site and provided to the Government upon request. The Contractor must provide to the KO or their designee documentation of the certificates of training, licenses, and permits for all new employees not later than ten (10) days prior to that person beginning work under the terms of this Contract.

C5.5.1 HVAC Certifications

All HVAC personnel designated to operate, maintain, or repair, or any combination of HVAC equipment or systems must possess one or more of the following certifications within 90 days of contract award:

a. North American Technician Excellence (NATE) HVAC Service Technician Certification
b. HVAC Excellence Professional Level Certification
c. UA Star HVAC Mastery Certification

All HVAC personnel designated, to operate, maintain, and or repair, or any combination of HVAC equipment or systems must maintain a minimum of 16 hours of continuing education per year from either NATE, HVAC Excellence, or UA Star recognized provider program. The Contractor must submit written certification annually to the KO or designee.

C5.5.2 Electrical

All personnel performing work on electrical systems must be qualified persons as defined by NFPA 70 and 70E. Electricians must have a current journeyman commercial/industrial license issued by a State or other accredited board. Electricians performing Contractor work must have at least four (4) years' experience at the journeyman level experience obtained within the past seven (7) years in the field of inspection, testing, troubleshooting, repairing, operating and performing preventive maintenance on electrical power systems. Personnel must have all required licenses or certifications within 90 days of contract award.

C5.5.3 Refrigerant

Personnel who maintain, service, repair, or dispose of equipment that could release refrigerants into the atmosphere must be certified in accordance with the EPA 608 refrigerant rules as specified in the Clean Air Act.

C5.5.4 Backflow Devices

Personnel designated to repair and test back flow prevention devices must be certified in accordance with the state licensing requirements of the state where the designated facility is located for the work being performed.

C5.5.5 8140 Certified Personnel

The DoD 8140, Information Assurance Workforce Improvement Programs requires training and certification for Cybersecurity duties performed. All contract employees performing cyber-IA functions must meet the requirements in accordance with the provisions of the PWS Section C.6 Security/Cybersecurity.

C5.6 Training

The Contractor must provide both general and specific personnel training as set forth in this contract. Contractor personnel must also participate in site-provided training. Requirements are as follows.

C5.6.1 Contractor Provided Training

The Contractor must develop, implement, and maintain a site-specific annual training plan that identifies the method and schedule to fulfill all required training and/or certification for each employee, to include subcontractor employees performing PM. The Contractor must provide to the KO and COR an Annual Training Plan no later than 30 calendar days after NTP and no later than 15 days after the start date of each option period. The Contractor must provide all training required by federal, state, and local laws and directives, as well as regulatory agencies including, but not limited to, NFPA, OSHA, and the EPA. Additionally, the Contractor must provide ongoing training for employees to ensure the highest level of service and code compliance. The Contractor must ensure that employees obtain training necessary to maintain skilled trade licenses, manufacturer training updates on building animation systems, and OSHA Hazards training. The Contractor must provide, by individual, previously completed training certificates/records within 10 calendar days of NTP and then upon request of the Government. The Contractor must orient newly assigned Contractor personnel prior to commencement of work IAW the PWS.

C5.6.2 Government Provided Training

From time-to-time during the life of the contract, the Government may identify on-site or online training courses, such as New Equipment Training (NET) or EBS refresher training, for which the Contractor may be afforded an opportunity to attend.

C5.7 Supervision of Contractor Employees

The Government will not exercise any supervision or control over Contractor or Subcontractor employees while performing work under the contract. Such employees must be accountable solely to the Contractor, not the Government. The Contractor, in turn, must be accountable to the Government for Contractor or Subcontractor employees.

C5.8 Key Personnel

Certain experienced professional and/or technical personnel are essential for successful accomplishment of the work to be performed under this PWS. These "Key Personnel" must be identified by name within the Contractor's PWS Proposal and their qualifications must be submitted with letters of commitment for evaluation during the source selection process. The key personnel must not be removed or replaced within the performance of this contract unless the following measures are taken and fully documented in writing and approved by the KO.

C5.8.1 Changes to Key Personnel

If the key personnel, for any reason, becomes or is expected to become unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the Contractor must, subject to the concurrence of the Contracting Officer, promptly replace personnel with personnel who possess equal, or better, qualifications as the original employee. Before removing, replacing, or diverting key personnel, the Contractor must notify the KO (14) days in advance of removal from the Contract. All requests for approval of substitutions hereunder must be in writing and provide a detailed explanation of the circumstances necessitating the proposed substitutions. The request must contain the qualifications for the

proposed substitute and any other information requested by the Contracting Officer. The Contracting Officer must concur in writing with the change.

C5.8.2 Project Manager (PM)

PM is responsible for the overall contract performance and must be dedicated to only this PWS and not serve in any other capacity under this contract. Project manager activities include direction to personnel, assigning staff, maintaining budget and deadlines, coordination with subcontractors, execution of scope of work, managing resources and overall preparation of deliverables. The PM must have full authority to act for the Contractor on all contract matters relating to the daily operations of this contract. The PM must be permanently on site during normal operation hours to instruct and supervise their personnel. Provides broad program oversight over a large, multifunctional service contract. Exercises independent judgment as well as high level and analytical skills in solving managerial, technical and administrative problems. Serves as the contractor's authorized interface with the Government Contracting Officer (CO) and the Contracting Officer's Representative (COR), and agency representatives. Position may coordinate proposal preparation, statements of work and specifications, estimation of product/service costs, negotiation and administration of contracts. Establishes milestones and monitors adherence to program requirements and schedules. Position directs the performance of program functional task elements such as procurement, quality control, logistics, and administrative functions. Conducts training and maintains records of compliance. The PM must be capable of obtaining, and be responsible for using, a government-issued common access card (CAC).

C5.8.2.1 PM Absence

The PM shall notify the COR of planned or unplanned absences of one (1) workday or more. The PM shall provide the name of the alternate/acting CMM who will be performing PM duties during the absence.

C5.8.2.2 PM Availability

The PM or alternate shall be reachable on their company cell phone 24/7/365. Whenever the PM or alternate is contacted by the KO/COR regarding an emergency, the PM or alternate shall immediately provide guidance to Contractor personnel and then contact the COR.

C5.8.2.3 Additional Duties

For this contract, the PM may perform additional duties including Safety and Health Officer or Contractor Quality Control Manager. The PM shall not be assigned more than one (1) additional duty.

C5.8.2.4 Project Manager Qualifications and Experience

The PM shall possess a recognized four-year college degree in engineering, business management, or related field. Project Manager shall have a minimum of 5 years of experience managing and supervising facility maintenance contracts. Project Manager shall possess a knowledge of codes and standards applicable to maintenance services associated with the contract. A detailed resume must be submitted to the KO or their designee for approval prior to the assignment of the project manager to the Contract. Both new and replacement project managers must meet these qualification standards.

Minimally, the resume must contain:

a. The full name of the proposed project manager.
b. A detailed description of the proposed project manager's employment history. The names and addresses of the companies for whom the proposed project manager worked, along with the names and telephone numbers of the immediate supervisors.
c. Relevant Education and Certifications Held

C5.8.3 Site Maintenance Manager (SMM)

The SMM oversees day-to-day tasks of contractor and subcontractor personnel. Manages personnel workflow and delegates tasks to meet contract deliverables. Reviews and monitors work performance for quality and compliance with contract requirements, building and safety codes, and other regulations. Duties may require development of the overall approach for performing recurring maintenance activities, as required. The SMM or identified alternative must be on site any time contractor personnel are present on the installation site performing services under this contract. This individual must be responsible to the project manager identified in C5.8.2 Project Manager (PM) for providing supervision and direction to contractor and subcontractor personnel performing work on a site and available to coordinate contractor performance on the site with the Government. The SMM must be capable of obtaining, and be responsible for using, a government-issued common access card (CAC).

C5.8.3.1 SMM Absence

The SMM shall notify the COR of planned or unplanned absences of one (1) workday or more. The SMM shall provide the name of the alternate/acting CMM who will be performing SMM duties during the absence.

C5.8.3.2 SMM Availability

The SMM or alternate shall be reachable on their company cell phone 24/7/365. Whenever the SMM or alternate is contacted by the KO/COR regarding an emergency, the SMM or alternate shall immediately provide guidance to Contractor personnel and then contact the COR.

C5.8.3.3 SMM Additional Duties

For this PWS, the CMM may perform additional duties including Safety and Health Officer or Contractor Quality Control Manager. The SMM shall not be assigned more than one (1) additional duty.

C5.8.3.4 Site Maintenance Manager Qualifications and Experience

SMM must be technically qualified in the field of Facilities Management. SMM must possess a minimum of 10 years of experience servicing and/or renovating commercial buildings, including the supervision of a diversified work force responsible for operations, maintenance, and repair of commercial building infrastructure systems or have a minimum of 10 years of experience as a foreman or superintendent on similar contract efforts. The SMM must be familiar with the various codes and standards applicable to the O&M tasks covered by the PWS, NFPA, Environmental Protection Agency (EPA), and OSHA codes and standards. Possess licenses and certifications to be superintendent including OSHA 30-hour construction training. A detailed

resume must be submitted to the KO or their designee for approval prior to the assignment of the project manager to the Contract. Both new and replacement SMM must meet these qualification standards.

Minimally, the resume must contain:

a. The full name of the proposed SMM.
b. A detailed description of the SMM's employment history for the previous five years. The names and addresses of the companies for whom the proposed project manager worked for the past five years, along with the names and telephone numbers of the immediate supervisors.
c. Relevant Education and Certifications Held

C5.9 Non-Key Personnel Labor Categories

The Government anticipates the need for additional non-key personnel labor categories in performance of the contract. The labor categories identified in this section do not prohibit the Contractor from using different labor categories or from combining labor categories, provided they are compliant with Department of Labor position descriptions. Offerors must utilize personnel as required for the performance of contract requirements. The Government envisions some or all the following positions that may be necessary for the performance of the requirements. Some, all, or alternate positions may be utilized.

C5.9.1 Administrative Assistant

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

C5.9.2 Service Order Dispatcher

This position receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company, records information, such as name, address, article to be repaired, or service to be rendered, prepares work order and distributes to service crew, schedules service calls and dispatches service crew. The Service Order Dispatcher calls or writes the customer to insure satisfactory performance of service, keeps record of service calls and work orders, may dispatch orders and relay messages and special instructions to mobile crews and other departments using radio or cellular telephone equipment.

C5.9.3 CMMS/Asset Management Technician

Maintains and updates asset management systems and databases to ensure accuracy and efficiency in the tracking and management of physical assets. Performs technical tasks in the field and office settings, focusing on infrastructure asset management. Develops and implements asset management plans, including documentation and record-keeping for various asset categories. Collaborates with stakeholders to gather and analyze asset data for strategic planning and decision-making. Supports the implementation and maintenance of asset management software platforms. Assists in the training and support of departmental staff on the

use of asset management tools and software. Conducts field assessments to verify asset conditions and implements data collection strategies that align with organizational standards. Generates detailed reports and presentations to communicate asset status, risks, and lifecycle information to management. Participates in the development and revision of asset management policies and procedures to enhance operational effectiveness. Ensures compliance with legal, regulatory, and organizational standards and practices in asset management. Provides technical support for asset disposal and replacement activities, ensuring adherence to environmental and financial guidelines. Assists in the budgeting process by providing accurate data on asset values and maintenance needs. Advocates for best practices in asset management within the organization, promoting efficiency and cost-effectiveness. Experience as a CMMS operator and computer literate in MS Word and Excel or other database program having to do with building equipment and systems in a similar commercial or public facility.

C5.9.4 Heating, Ventilation, and Air Conditioning (HVAC) Mechanic

Installs, services and repairs environmental-control systems in residences, office buildings, and other establishments, utilizing knowledge of refrigeration theory, pipefitting and structural layout, mounts compressor and condenser units on platform or floor, using hand tools, following blueprints or engineering specifications, fabricates, assembles and installs ductwork and chassis parts, using portable metalworking tools and welding equipment, and installs evaporator unit in chassis or in air-duct system, using hand tools. Also cuts and bends tubing to correct length and shape, using cutting and bending equipment and tools, cuts and threads pipe, using machine-threading or hand-threading equipment, joins tubing or pipes to various refrigerating units by means of sleeves, couplings or unions, and solders joints, using torch, forming complete circuit for refrigerant, installs expansion and discharge valves in circuit. Connects motors, compressors, temperature controls, humidity controls, and circulating ventilation fans to control panels and connects control panels to power source; installs air and water filters in completed installation, injects small amount of refrigerant into compressor to test systems and adds Freon gas to build up prescribed operating pressure. Observes pressure and vacuum gauges and adjusts controls to ensure proper operation, tests joints and connections for gas leaks, using gauges or soap-and-water solution, wraps pipes in insulation batting and secures them in place with cement or wire bands, replaces defective breaker controls, thermostats, switches, fuses and electrical wiring to repair installed units, may install, repair and service all air conditioners. Must hold appropriate EPA certifications for handling of refrigerants.

C5.9.5 Stationary Engineer

The Stationary Engineer operates and maintains one or more systems that provide an establishment with such services as heat, air-conditioning (cool, humidify, dehumidify, filter, and circulate air), refrigeration, steam or high temperature water or electricity. Duties involve: observing and interpreting readings on gauges, meters and charts which register various aspects of the system's operation, adjusting controls to insure safe and efficient operation of the system and to meet demands for the service provided, recording in logs various aspects of the system's operation, keeping the engines, machinery and equipment of the system in good working order. This engineer may direct and coordinate activities of other workers (not stationary engineers) in performing tasks directly related to operating and maintaining the system or systems. The classification excludes head or chief engineers in establishments employing more than one engineer. Workers are required to be skilled in the repair of electronic control equipment; workers in establishments producing electricity, steam, or heated or cooled air primarily for sale, and Boiler Tenders.

C5.9.6 BAS Technician

Monitor and adjust the full range of heating, cooling, ventilation, and refrigeration equipment by means of an energy management control system as well as hands-on work; writes, modifies, codes, analyzes, enhances and debugs Building Control Systems (BCS) / Utility Control Systems (UCS), FRCS computer control software programming, and trains others in the use of controls software programming; set up, troubleshoot, repair, test and calibrate electronic components for BCS / UCS computer control. Support technicians must be knowledgeable and certified to perform work on the systems they support. This includes but is not limited to; LON, MODBUS, BACnet, Metasys, and Tridium.

C5.9.7 Electrician

Performs a variety of electrical trade functions such as the installation, maintenance, or repair of equipment for the generation, distribution, or utilization of electric energy. Work involves most of the following: installing or repairing any of a variety of electrical equipment such as generators, transformers, switchboards, controllers, circuit breakers, motors, heating units, conduit systems, or other transmission equipment; working from blueprints, drawings, layouts, or other specifications, locating and diagnosing trouble in the electrical system or equipment, working standard computations relating to load requirements of wiring or electrical equipment, and using a variety of electrician's hand tools and measuring and testing instruments. In general, the work of the maintenance electrician requires rounded training and experience acquired through a formal apprenticeship or equivalent training and experience.

C5.9.8 General Maintenance Worker

The General Maintenance Worker performs general maintenance and repair of equipment and buildings requiring practical skill and knowledge (but not proficiency) in such trades as painting, carpentry, plumbing, masonry, and electrical work. Work involves a variety of the following duties: replacing electrical receptacles, wires, switches, fixtures, and motors, using plaster or compound to patch minor holes and cracks in walls and ceilings, repairing or replacing sinks, water coolers, and toilets painting structures and equipment; repairing or replacing concrete floors, steps, and sidewalks, replacing damaged paneling and floor tiles, hanging doors and installing door locks, replacing broken window panes, and performing general maintenance on equipment and machinery. Excluded are: a. Craft workers included in a formal apprenticeship or progression program based on training and experience; b. Skilled craft workers required to demonstrate proficiency in one or more trades; c. Workers performing simple maintenance duties not requiring practical skill and knowledge of a trade (e.g., changing light bulbs and replacing faucet washers).

C5.9.9 Laborer

Performs tasks that require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: loads and unloads trucks, and other conveyances, moves supplies and materials to proper location by wheelbarrow or hand truck; stacks materials for storage or binning, collects refuse and salvageable materials, maintains grounds of industrial, commercial or public property such as buildings, camp and picnic grounds, parks, playgrounds, greenhouses, and athletic fields, cuts grass, and digs, fills, and tamps earth excavations, Levels ground using pick, shovel, tamper and rake, shovels concrete and snow; cleans culverts and ditches, cuts tree and brush; operates power lawnmowers, moves and arranges heavy pieces of office and household

furniture, equipment, and appliance, moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment, spreads sand and salt on icy roads and walkways, and picks up leaves and trash.

C5.9.10 Pipefitter (Maintenance)

The Pipefitter, Maintenance installs or repairs water, steam, gas or other types of pipes and pipefitting. Work involves most of the following: laying out work and measuring to locate position of pipe from drawings or other written specifications, cutting various sizes of pipe to correct lengths with chisel and hammer, oxyacetylene torch or pipe cutting machines, threading pipe with stocks and dies. This person is responsible for bending pipe by hand-driven or power-driven machines, assembling pipe with couplings and fastening pipe to hangers, making standard shop computations relating to pressures, flow and size of pipe required; and making standard tests to determine whether finished pipes meet specifications. In general, the work of the Maintenance Pipefitter requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience. Workers primarily engaged in installing and repairing building sanitation or heating systems are excluded.

C5.9.11 Sheet-Metal Worker (Maintenance)

The Sheet-Metal Worker, Maintenance fabricates, installs and maintains in good repair the sheet-metal equipment and fixtures (such as machine guards, grease pans, shelves, lockers, tanks, ventilators, chutes, ducts, metal roofing) of an establishment. Work involves most of the following: planning and laying out all types of sheet-metal maintenance work from blueprints, models, or other specifications, setting up and operating all available types of sheet-metal working machines, using a variety of hand tools in cutting, bending, forming, shaping, fitting and assembling, and installing sheet-metal articles as required. In general, the work of the maintenance sheet-metal worker requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

C5.9.12 Maintenance Trades Helper

The Maintenance Trades Helper assists one or more workers in the skilled maintenance trades by performing specific or general duties of lesser skill such as: keeping a worker supplied with materials and tools, cleaning working area, machine, and equipment; assisting journeyman by holding materials or tools; and performing other unskilled tasks as directed by journeyman. The kind of work the helper is permitted to perform varies from trade to trade. In some trades the helper is confined to supplying, lifting, and holding materials and tools, and cleaning working areas and in others, the worker is permitted to perform specialized machine operations, or parts of a trade that are also performed by workers on a full-time basis.

C5.9.13 Plumber, Maintenance

The Plumber, Maintenance assembles, installs and repairs pipes, fittings and fixtures of heating, water, and drainage systems, according to specifications and plumbing codes, studies building plans and working drawings to determine work aids required, and sequence of installations. This worker inspects structure to ascertain obstructions to be avoided to prevent weakening of structure resulting from installation of pipe, and locates and marks position of pipe and pipe connections and passage holes for pipes in walls and floors. This worker cuts openings in walls and floors to accommodate pipe and pipe fittings, using hand tools and power tools, cuts and threads pipe, using pipe cutters, cutting torch, and pipe-threading machine, bends pipe to

required angle by use of pipe-bending machine, or by placing pipe over block and bending it by hand. The Plumber, Maintenance assembles and installs valves, pipefittings, and pipes composed of metals, such as iron, steel, brass and lead, and nonmetals, such as glass, vitrified clay, and plastic. This person joins pipe by use of screws, bolts, fittings, solder, plastic solvent, and caulks joints, fills pipe system with water or air and reads pressure gauges to determine whether system is leaking, installs and repairs plumbing fixtures, such as sinks, commodes, bathtubs, water heaters, hot water tanks, garbage disposal units, dishwashers, and water softeners. This person repairs and maintains plumbing by replacing washers in leaky faucets, mending burst pipes, and opening clogged drains, and may weld holding fixtures to steel structural members.

C5.9.14 Appliance Mechanic

The Appliance Mechanic installs, services and repairs stoves, refrigerators, dishwashing machines, and other electrical household or commercial appliances, using hand tools, test equipment and following wiring diagrams and manufacturer's specifications. This person connects appliance to power source and test meters, such as wattmeter, ammeter, or voltmeter, observes readings on meters and graphic recorders, examines appliance during operating cycle to detect excess vibration, overheating, fluid leaks and loose parts, and disassembles appliances and examines mechanical and electrical parts. The worker traces electrical circuits, following diagram and locates shorts and grounds, using ohmmeter, calibrates timers, thermostats and adjusts contact points, and cleans and washes parts, using wire brush, buffer, and solvent to remove carbon, grease and dust. This person replaces worn or defective parts, such as switches, pumps, bearings, transmissions, belts, gears, blowers and defective wiring, repairs and adjusts appliance motors, reassembles appliance, adjusts pulleys and lubricates moving parts, using hand tools and lubricating equipment.

C5.10 Identification of Contractor Employees

All Contractor personnel must be required to clearly identify themselves as contracted employees by wearing company identification badges and/or clothing clearly displaying contract company insignia to distinguish themselves from Government employees. When conversing with Government personnel during business meetings, over the telephone or via electronic mail, Contractor personnel must identify themselves as such to avoid any perception that they may be Government employees and to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Electronic mail signature blocks must identify Contractor/company affiliation. Documents or reports produced by Contractors must be suitably marked as Contractor products or Contractor participation appropriately disclosed. Contractor personnel occupying co-located space in a Government facility must identify their workspace area with their name and Contractor/company affiliation.

C5.11 Staff Appearance

Contractor personnel must present a neat appearance and be easily recognized. At no time should jewelry be worn that creates a safety/OSHA risk. Uniforms must be regularly laundered, consistent among personnel classifications, and maintained presentable to tenant personnel during all working hours. All contractor service vehicles must be clearly identified with the company name.

C5.12 Escorting

Temporary contract employees who do not have favorable preliminary or final suitability determinations and need to work in non-public federally controlled space must be escorted. In those cases, the Contractor must comply with the security clearance procedures for Escort Only Contractors. All uncleared contract employees must be escorted in non-public space by a Government employee or another responsible cleared contract employee who is approved by the KO or designee. Other Government agencies must have specific agency security requirements for their own space that must only allow escort by Government employees or those designated by their agency. Government employees or approved cleared contract employees who provide escorts for uncleared contract employees must always be within eyesight of the uncleared contract employees. The Contract Government escort must watch uncleared employees and remain with uncleared contract employees for the entire time they are in non-public federally controlled space. Any security violation of escort requirements by a cleared and approved contract employee must result in the immediate removal from the Contract of all contract employees involved, i.e., escorts and uncleared escorted contract employees. Also, violations of escort requirements by subcontract employees in accordance with security requirements must be grounds for loss of facility access for those individuals or grounds for termination of Contract, or both.

C5.13 Standards of Conduct

The Contractor must be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and must be responsible for taking disciplinary action with respect to its employees, as necessary. The Contractor is responsible for ensuring that its employees do not disturb papers on desks, open desk drawers or cabinets, or use Government telephones, except as authorized. Each employee must adhere to standards of behavior that reflect favorably on his or her employer and the Federal Government. Smoking is only allowed in designated areas on the property and no smoking is allowed within the Facility.

C5.14 Organizational Conflict of Interest

Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor must notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and must promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

C.6 CYBERSECURITY REQUIREMENTS

C6.1 Reference Documents

The Contractor shall provide cybersecurity (CS) in accordance with all current policies, procedures, and statutes, to include, but not restricted to, the following subparagraphs:

C6.1.1 System Identification Reference Documents:

a. Committee on National Security Systems Instruction 1253, Security Categorization and Control Selection for National Security Systems, December 15, 2022

b. Federal Information Processing Standards Publication 199, Standards for Security Categorization of Federal Information and Information Systems, February 2004

c. Federal Information Processing Standards Publication 200, Minimum Security Requirements for Federal Information and Information Systems, March 2006

d. Federal Information Security Modernization Act December 18, 2014, Department of War Instruction 5000.02, Operation of the Defense Acquisition System, January 23, 2020

e. Department of War Instruction 5200.39, Critical Program Information (CPI) Identification and Protection within the Research, Development, Test, and Evaluation (RDT&E) Incorporating Change 3, Effective October 1, 2020

C6.1.2 System Compliance, Instructions and Guidelines Reference Documents:

a. 44 U.S.C. § 3542, December 2014

b. Department of War Instruction 8510.01, Risk Management Framework (RMF) for DoW Information Technology, December 2022

c. Department of War Instruction 5200.44, Protection of Mission Critical Functions to Achieve Trusted Systems & Networks, February 16, 2024

d. DoW Program Manager's Guidebook for Integrating the Cybersecurity Risk Management Framework (RMF) into the System Acquisition Lifecycle

e. Defense Acquisition Guidebook (DAG)

f. Department of War Directive DoDM 8140.03, Cyberspace Workforce Management, February 15, 2023

g. Department of War Instruction 8330.01, Interoperability of Information Technology (IT), Including National Security Systems (NSS), September 27, 2022

C6.1.3 System Cybersecurity Implementation Reference Documents:

a. Department of War Instruction 8580.1, Cybersecurity in the Defense Acquisition System, July 9, 2004

b. National Institute of Standards and Technology Special Publication 800-82 Revision 3, Guide to Industrial Control Systems (ICS) Security, September 2023

c. Unified Facilities Guide Specifications (UFGS)-25 50 00.00 20 Cybersecurity of Facility-Related Control Systems

d. United Facilities Criteria (UFC) 4-010-06, Cybersecurity of Facilities-Related Control Systems

e. 44 U.S.C. § 3554, Executive Order (E.O.) 14028, Improving the Nation's Cybersecurity

f. OMB Memorandum M-22-18, Enhancing the Security of the Software Supply Chain through Secure Software Development Practices.

C6.1.4 Personnel Requirements Reference Documents:

a. DoW Manual (DoDM) DoDM 8140.03 Cyberspace Workforce Qualification & Management Program, dated 15 Feb 2023

C6.1.5 FRCS, ICS, Facilities iOt Guidelines Reference Documents:

a. Defense Logistics Agency Risk Management Framework Standard Operating Procedures, November 2025

b. Office of the Assistant Secretary of Defense Facility Related Control Systems (FRCS) Master List Memo, October 2020

C6.2 Personnel Requirements

Language in this section mainly applies to 8140 personnel as indicated but some also applies to other/all contractor personnel (non-8140 personnel, etc.)

Information given to the Contractor during the life of this contract shall only be used for the purpose of carrying out the provisions of this contract. Agency marked "Controlled Unclassified (CUI)" or bearing other sensitivity markings shall be handled in accordance with (IAW) Agency information security program regulations and shall not be divulged or disclosed without Agency permission in writing. Requests for disclosure shall be addressed to the Contracting Officer (KO).

C6.2.1 Personnel Security Requirements

Most work to be performed under this requirement is unclassified, however, a security clearance may be required. All CONUS Contractor personnel performing IT II/Moderate Risk duties require a Tier 3 (T3) investigation. Contractors performing IT I/High Risk duties require a Tier 5 (T5) investigation. an IT-I, a clearance requiring a Single Scope Background Investigation, prior to the work commencing. All positions requiring access to the Government network, computing environment, system(s), subsystem(s), and components will require a minimum of Moderate Risk IT clearance category eligibility (IT eligibility categories are defined in the table below). consummate to the services rendered. The Contractor shall submit a CIR and a DD Form 2875 (see CIR and System Authorization Access Requests (SAAR) document in Technical Library) for temporary Moderate Risk IT eligibility, with final IT eligibility contingent upon receiving favorable adjudication. DLA retains the right to request removal of Contractor personnel, regardless of prior clearance or adjudication status, whose actions, while assigned to this

contract, clearly conflict with the interest of the Government. The reason for removal shall be documented in writing by the KO. When and if such removal occurs, the Contractor shall within a two to four-week timeframe, assign qualified personnel to vacancy(s) thus created regardless of whether the individual was in a key or non-key personnel position. Current personnel security investigations conducted for access to classified information may satisfy investigation requirements for sensitive information access position Personnel security investigations for sensitive information access will be initiated by the DLA Personnel Security Office.

C6.2.2 Tiered Investigation Standards

Table 6.2-1-Tired Investigation Standards

Tiered Investigation Standards					
Position	Low-Risk	Moderate Risk		High Risk	
		Confidential	Secret	Top Secret	SCI
Position Sensitivity	Non-Sensitive	Non-Critical Sensitive		Critical Sensitive	Special Sensitive
Investigation	Tier 1/NACI	Tier 3/NACLC/ANACI		Tier 5/SSBI	
Formerly Known As	IT-III or IT-3	IT-II or IT-2		IT-I or IT-1	

As outlined in DoDM5200.02, the Investigative Requirements and Civilian Positions are as follows:

Special-sensitive and Critical-sensitive. Civilian personnel in special-sensitive and critical-sensitive positions require a favorably adjudicated SSBI or its equivalent.

INVESTIGATIVE REQUIREMENTS. DoDM 5200.02, April 3, 2017, Change 1, October 29, 2020, a. A non-U.S. citizen, including immigrant alien, may be issued an LAA (Limited Access Authorization) to systems and information under direct government supervision) investigative requirements of that country. b. A favorably completed and adjudicated SSBI (within the immediately preceding 5 years) is required before granting an LAA. If the SSBI cannot provide full investigative coverage, a polygraph examination (if there are no applicable host country prohibitions) to resolve the remaining personnel security issues will be favorably completed in accordance with DoDD 5210.48 before granting access.

If geographical, political, or medical situations prevent the full completion of the SSBI or prevent the polygraph examination to supplement a less than full SSBI, an LAA may be granted only with approval of the DDI(I&S).

If an LAA is withdrawn and the person subsequently is again considered for a new LAA, an SSBI and polygraph examination may be required. The scope of the SSBI will cover the period from the previous investigation or 10 years, whichever is shorter.

A PR will be conducted on every person with an LAA 5 years from the closing date of the previous SSBI or SSBI-PR, as appropriate.

For both OT and IT system support and roles must Identify the role with the required IT 1,2,3 designation and the system/mission sensitivity Activities or roles are Identified in DoDM 5200.02 4.1.

Not all systems have the same criticality, moderate risk duties on a critical system are not the same as moderate duties on a non-critical system. The Impact to information and availability are different.

C6.2.3 Sensitive Information Access

Sensitive information access positions are designated based on access to government networks and IT systems and may exceed classified access requirements for this contract. Note that sensitive information access does not imply or convey access to classified information or DOW systems access where sensitive information is stored.

For sensitive information access positions, the required investigation shall be completed, or interim access granted for individuals assigned to sensitive duties. The provisions outlined above apply to the prime contractor and any subcontractors the prime contractor may employ during the course of the contract. In lieu of the correct investigations being completed when contract employees start, a waiver interim clearance may be submitted if no issues exist within the National Background Investigation Services (NBIS) Questionnaire (SF 85) for Non-Sensitive Positions or Questionnaire (SF 86) for National Security Positions. The contractor shall have the NBIS form completed, with any other requirements (fingerprints taken and, if required, an OF306), and reviewed by DLA Intelligence before officially hiring any contractor employee into sensitive information access positions Declarations for investigation to non-sensitive, sensitive CUI and system access, critical information and related systems access need to be properly Identified. All foreign nationals must be cleared by the correct type of investigation depending on information access and system access. Reference DLAI 5210.01 Effective: February 4, 2021, DoDM 5200.02.

Please note that physical access to DoW installations is not the same as access to sensitive information or DoW sensitive systems access and is covered under DOD M 5200.08 Volume 3.

C6.2.4 Citizenship

Each Contractor employee shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence, or who presents evidence from the Immigration and Naturalization Service that employment will not affect his immigration status.

C6.2.5 Identification Badges

Contractor employees (including those of subcontracts) requiring physical access to the contractual place of performance and/or access to the DLA network/system for successful contract performance will be required to obtain a Common Access Card (CAC) prior to starting work. Lost or stolen CACs must be promptly reported by the Contractor to the KO or their authorized representative and to the appropriate Government security personnel. The Government will retain sole decisional authority on issuance of a replacement CAC.

C6.2.6 Privileged Access

The Contractor shall provide skilled, experienced, professional and/or technical personnel consistent with the task requirements of this PWS, with staffing plans in the Contractor's technical proposal. Contractor personnel supporting cybersecurity functions shall be appropriately certified according to DoW Manual (DoDM) 8140.03 Cyberspace Workforce Qualification & Management Program upon contract and/or MOD awards.

The Contractor is responsible to provide qualified personnel, as specified, and as required by the PWS, and shall bear all cost for training of its personnel as it relates to 8140 certification training and any system specific required certifications. The Government will not reimburse the Contractor for the cost of training Contractor personnel.

The DoDM 8140.03, Cybersecurity Workforce Improvement Programs requires training and certification for Cybersecurity duties and Cybersecurity duties performed. All contract employees performing cyber-IA functions shall meet the requirements in accordance with DoW/DLA guidance.

Additionally, all contract employees shall be certified in operating systems on any system on which system administration duties are performed. System specific certifications may be required as well and will be outlined as part of the minimum contract requirements. Proof of certification shall be provided before privileged access is granted, at time of proposal/resume submission; this includes, but is not limited to, system administration access, network administration access, router/switch access, or firewall access. All documentation required for security certification will be maintained by both the Contractor and the Government. Available upon request, the DLA approved Cybersecurity (CS) Computing Environment (CE) list will be provided with information on the required role-based certifications.

All contract employees shall have acquired the necessary certifications, per the DoDM 8140.03, and remain in good standing for the duration of the contract. These certification requirements are not based on position title; they are based on duties. All Contractor personnel requiring elevated/privileged access to any network or OT system, subsystem, or components, either during provisioning or post award, shall satisfy any necessary and/or applicable requirements to meet DLA account provisioning, system administration, and personnel certification standards.

The Contractor shall provide a copy of all current certifications to the Contracting Officer at time of award and remain in good standing during the contract period of performance. The Contractor shall provide the monthly DoDM 8140.03 deliverable report to the COR/COTR that includes a list of applicable DoDM 8140.03 key personnel. If a certification becomes obsolete during the life of the contract, the Contractor shall be responsible for ensuring applicable personnel obtain an acceptable replacement certification prior to the IT/OT product's end of support or end of life. The Contractor is responsible for all PWS requirements and shall provide skilled, experienced, professional, or technical personnel consistent with the task-specific requirements.

DoDM 8140.03 baseline certifications can be found here:

DoDM 8140.03 (Manual) Cyberspace Workforce Qualification and Management Program:

https://dl.dod.cyber.mil/wp-content/uploads/cyber-workforce/pdf/unclass-dod-manual-8140_03.pdf

The Contractor shall provide a monthly DoDM 8140.03 deliverable report as specified by the COR, that includes a list of applicable key personnel. The following information shall be provided in the report, due by the 5th business day of each month:

Table 6.2-2 - Monthly DoDM 8140.03 Deliverable Report

Work Role
Work Role Task
Company
Contract Name/Description
COR Name
Contract #
Primary Foundational Qualification Personnel Certification Held and Expiration Date
Primary Foundational Qualification Personnel Certification Status (Current or Past Due)

To maintain DLA base user accounts and elevated privileged accounts, Contractor employees must login to their DLA base user account, elevated privileged account, and DLA email on the 1st and 15th of the month to maintain active account status. The Contractor shall send an email to the COR/KO or designee from their DLA email upon signing in on the 1st and 15th of the month verifying successful login to the base/elevated account. Contractor employees must also complete all initial and annual mandatory training requirements within 5 business days of request. Contractors will be notified by DLA email of all expiring mandatory training requirements. Courses are accessed through the Skillport website located at: https://j6enterprise.skillport.com.

Contractors shall login to their DLA account through Government Furnished Equipment (GFE) or Remote VDI Access located at: https://www.dla.mil/Remote-VDI/. Remote VDI access requires a CAC card and CAC reader to utilize. Logging into the privileged account utilizing account token will require a secondary card reader. All CAC readers must comply with DLA Cyber Emergency Response Team (CERT) policy and can be acquired through a Computer Accessory Request in the DLA Service Portal.

C6.3 Cybersecurity Strength Requirements

The Contractor shall satisfy the Risk Management Framework (RMF) requirements of subchapter III of chapter 35 of Title 44, United States Code (U.S.C.), also known as the “Federal Information Security Management Act (FISMA) of 2002 (Modernization 2014)”.

The Contractor shall enable DLA to meet the standards required by the Office of Management and Budget (OMB) and the Secretary of Commerce, pursuant to FISMA and section 11331 of Title 40, U.S.C.

FIPS 199 / CNSSI 1253 Security Categorization: The Contractor shall participate in categorization discussions with the DLA J6 PM, functional lead, and the Information System Security Manager (ISSM) and provide all required FIPS 199 documentation as requested to support security categorization.

The Contractor shall collaborate with the Government Program Manager on system categorization based on sound technical expertise in accordance with FIPS 199 then work in coordination with the prescribed DLA System Owner (SO) and ISSM to support the categorization IAW FIPS 199, CNSSI 1253 and Office of the Secretary of War (OSW) Facility Related Control Systems (FRCS) Master List including DLA specific systems, then document the results of the security categorization in the System DLA FIPS 199 document and the Concept of Operations (CONOPs).

Assigned DLA J6 PM will coordinate with the Contractor to identify and document Confidentiality, Availability, Integrity (CIA) of the system in a DLA FIPS 199 document for approval by DLA ISSM personnel.

C6.3.1 Cybersecurity Assurance Requirements

The Contractor shall design, develop, and integrate cybersecurity solutions supporting the Department of War and all other applicable Government agencies.

This will be achieved through abiding by all applicable cybersecurity policies, regulations, and directives to ensure a favorable Assessment and Authorization (A&A), Assessment and Incorporate (A&I), or FRCS Assess Only Risk Assessment decision, as well as obtaining an Authority to Connect (ATC) to DLA's network. The Contractor shall mitigate risk identified through the RMF authorization process down to a level acceptable to the DLA Authorizing Official (AO).

Application and software development and use for security. The Contractor shall provide documentation of development practices and standards applied to Government approved Contractor-written control system software, including firmware, used to ensure a high level of defense against unauthorized access. For any software development, the contractor shall provide the Government with software bill of materials (SBOM). See the following link which includes the table of minimum elements data fields for the SBOM:

The solution shall comply with the security control requirements documented in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53r5, "Security and Privacy Controls for Federal Information Systems and Organizations" and NIST 800-82r3, "Guide to Industrial Control Systems (ICS) Security". The Contractor shall provide details of any alternative, but equally effective security measures used to compensate for the inability to satisfy a particular derived security requirement (mitigation to control compliance findings). This information shall be submitted in writing to the DLA J6 PM for cybersecurity approval as soon as the alternative is identified. All vulnerabilities associated with solutions must be reported to the DLA J6 PM with a Plan of Action and Milestones (POA&M) for remediation.

C6.3.2 Zero Trust (ZT) (Future)

The contractor shall enable DLA to meet requirements aligned with Zero Trust (ZT) implementation and compliance, in accordance with NDAA 2022 and EO 14028. They will

implement and maintain all required ZT for OT Activities and Capabilities for any applicable devices, systems, applications, services, and data supported or developed by the contractor as outlined in the DoW ZT Strategy and supporting documentation to meet the end of FY2030 DoW mandate for “Target” level ZT for OT and FY2035 to reach “Advanced” level ZT for OT. The contractor must provide support, as required, to allow DLA managed services to be added, removed, or modified in the environment to meet DoW ZT requirements. This support may also require facilitating internal and external assessments, audit, and other evaluations of ZT implementation status, effectiveness, and compliance. The contractor must remediate any findings from these assessments, audits, and evaluations for applicable devices, systems, applications, services, and data supported or developed by the contractor.

The contractor shall enable DLA to meet requirements for Identity, Credential, and Access Management (ICAM) which aligns to the Seven Pillars of Zero Trust (ZT) Compliance: (1) Visibility & Analytics, (2) Devices, (3) Network/Infrastructure, (4) Data, (5) Application/Workload, (6) User, and (7) Automation & Orchestration and adheres to Federal Information System Controls Audit Manual (FISCAM), Identity, Credential, and Access Management (ICAM).

Typical Contractor services activities include:

e. Analyzing DLA physical, electrical, computerized, and mechanical environments the identified FRCS, ICS, or Facilities Internet of Things (IoT) solution will control (e.g., the physical Operational process to be controlled, such as those used in manufacturing, metering, and robotics)

f. Developing a DLA automation solution FRCS, ICS, or Facilities IoT architecture in terms of devices, dataflow, and control loops, outlining interconnectivity with engineering and operator workstations, and Safety Instrumented Systems (SISs) for testing; testing shall be in accordance with DoW Control Systems Security Requirements Guide (SRG), and other identified DLA test processes.

g. Defining how the DLA FRCS, ICS, or Facilities IoT automation solution will connect to external (e.g., plant) and networks, by system description, concept, and dataflow diagram on Purdue Levels. DLA’s official model is the Purdue Enterprise Reference Architecture (PERA), which is provided in attachment X (see Paragraph 9). Any required deliverables shall map to the DLA PERA attachment provided.

h. Installing, configuring, patching, backing up, and testing the solution. The contractor shall be responsible for installing, configuring, patching, backing up, and testing any application software solution. If the system resides on a DLA approved network, DLA shall be responsible for all installing, configuring, patching, backing up, and testing any Operating System (OS) software solution.

i. Gaining approval of the DLA asset owner for many of the decisions made and outputs generated during the execution of these activities.

The Contractor shall protect unclassified DoW data from unauthorized access or disclosure in accordance with DoDI 8582.01, “Security of Unclassified Information on Non-DoW Information Systems.” Controlled Unclassified Information: All Government controlled unclassified information obtained by the Contractor shall be protected in accordance with National Institute of Standards and Technology (NIST) Special Publication (SP) 800-171, “Protecting Controlled Unclassified Information in Nonfederal Information Systems and Organizations”.

Agencies or Military Services providing external information system services must comply with DLA information security requirements and employ overlayed security controls in accordance with applicable federal laws, Executive Orders, directives, instructions, policies, regulations, standards, and guidance.

C6.4 Tasks and Deliverables

The Contractor shall provide required implementation and design documentation to the DLA J6 PM and security engineering teams to conduct a cybersecurity risk assessment (RA) of proposal. Results from accepted RAs will be incorporated into the Systems concepts of operations (CONOPs).

The Contractor, in collaboration with assigned security manager, DLA J6 PM and system owner, shall identify and document applicable cybersecurity enterprise architectures and deliver system conceptual design drawings.

The Contractor shall leverage, to the greatest extent possible, DLA Enterprise processes and capabilities.

C6.4.1 System and Network Requirements

All system/network components and applications shall be compatible with all applicable Defense Information System Agency (DISA) Security Technical Implementation Guides (STIGs). Any STIG exceptions must be identified as part of the Contractor's proposal to the Government and approved by J6 Cybersecurity. Exceptions incurring risk found unacceptable to the DLA Authorizing Official are not permitted.

If cloud technology is in use, it must be FedRAMP+ Authorized at an Impact Level (IL) commensurate with the level of information DLA will be processing. In most cases this is IL Level 4 or 5. The authorization for the technology in use must be listed on FedRAMP Marketplace prior to contract award https://marketplace.fedramp.gov/products .

All network components and applications shall be IPv4 and IPv6 compatible.

Network components shall allow configuration of IEEE 802.1x or port security for authentication.

The Contractor shall provide a complete list of all ports, protocols and services required for any computer system running control system applications or required to interface the control system applications. The Ports, Protocols and Services Management (PPSM) listing shall include all ports and services required for normal operation as well as any other ports and services required for emergency operation. The listing shall also include an explanation or cross reference to justify why each service is necessary for operation.

The Contractor shall identify any system wireless communication capability, enabled, or disabled. All wireless communications shall meet applicable STIG requirements to include FIPS 140-3 certification. Any requirement to use wireless or cellular must be approved in writing by DLA J6, coordinated with the DLA J6 PM and documented with the DLA Frequency Manager. Wireless or cellular requirements shall be presented as early as possible to possibly incorporate into planning for the effort.

C6.4.2 Information and Operation Technology Infrastructure Requirements

In general, the Government expects to furnish and support the IT Infrastructure to host the OT solution(s) and/or system(s) (including VLANs, and Virtual Machines (VMs)) unless there is a hardware, compatibility, or mission issue preventing it. If so, the Contractor must provide justification clearly identifying why and "what" anticipated Government IT Infrastructure is required to host and operate the OT solution(s) and/or system(s) within the design documentation submitted for Government approval at time of award. These anticipated designs will be incorporated into the system CONOPs. In this scenario, DLA is responsible for infrastructure, and the Contractor shall be responsible for all installation, configuration, deployment and support of the OT solution(s) and/or system(s) (including but not limited to) its subsystem(s), application(s), and patch cabling, if required. DLA shall furnish all virtual server and management workstation hardware and DLA will be responsible for supporting hardware and OS throughout the lifecycle. DLA can provide a virtual server with the latest supported OS and Contractor shall provide server specifications along with justification and supporting documentation for approval by DLA J6 (DLA virtualization Team and/or the DLA Storage Team) in advance. In this scenario, DLA is responsible for hardware and OS, and the Contractor shall be responsible for installation, configuration, deployment, and support of the OT application/solution.

Any requirement for the Vendor to provide their own physical server/appliance or management workstation hardware due to compatibility issues or performance shall be documented in the Vendor proposal and Contractor will get approval from DLA J6 prior to purchasing these items. Vendor supplied systems must meet DoW STIG requirements, with any exceptions noted in the proposal. When approved by DLA J6 in advance, DLA will provide virtual infrastructure to support deployment of contractor supplied management workstations, physical/virtual servers or appliances (OVA files). Vendor supplied systems must meet DoW STIG requirements, with any exceptions noted in the proposal. In this scenario, if server/appliance/workstation is approved by DLA to support in advance, then DLA will provide infrastructure and will support server/appliance or management workstation hardware and OS, and the Contractor shall support the OT application/solution. If contractor furnished server/appliance/workstation is not approved by J6 to support or in cases where standalone is needed or advised by Contractor to support OT solution (like systems for/in secure areas, etc.), the Contractor (not DLA) shall be fully responsible for providing and supporting network infrastructure, servers/appliances, workstations/laptops as well as all the OT devices and applications. The Contractor shall provide justification for standalones for DLA approval in advance.

C6.4.3 Vendor Furnished Physical Server or Appliance

In some instances (such as video surveillance) where there is a requirement for a large amount of storage, the preferred solution recommended by Contractor may be a physical server or an appliance that includes compute/storage in one physical device that meets DoW, NIST and USG regulatory and Cybersecurity policy requirements.

The physical server/appliance shall be sized adequately to store a minimum of 30 days or in accordance with specifications documented in the Task Order PWS if different than the 30 days.

The Contractor shall furnish the physical server/appliance hardware but will get approval from DLA J6 to support prior to purchasing. Depending on make/model of hardware, DLA J6 may be able to support and provide a DLA OS image for the physical server/appliance. If so, DLA J6 will be responsible for the hardware and OS, and the Contractor shall be responsible for the

applications related to the OT system. If J6 is not able to provide a DLA image/support for the physical server/appliance, then the Contractor shall be fully responsible for all configuration and deployment of hardware, OS as well as OT application/solution. The Contractor shall be responsible for all physical maintenance activities for any/all appliances including but not limited to, replacement of defective components such as hard drives (to be destroyed onsite per DoW policy, guidance), motherboards, daughterboards etc. and software maintenance activities including but not limited to, firmware updates, OS patching, software patches etc. for the duration of the contract period.

System(s) shall operate using fully supported OS, software, and firmware throughout the duration of the contract and reviewed and approved by DLA J6 prior to purchase and implementation. All operating systems, software, and firmware shall be upgraded prior to the manufacturer's end of mainstream support for the OS, software, or firmware. The preference is for a virtualized solution. The solution must be upgradeable and remain compliant to cybersecurity specifications during the lifecycle of the solution. The Contractor shall adhere to approved DLA technologies for OS. Available upon request, please see the DLA Enterprise Architecture Technology Visualization link.

The system management workstation requirements shall be able to operate on the latest workstation approved OS.

For virtualized appliances or virtualized servers, the system shall be capable of running on the latest VMWare.

Database shall operate using the latest Database Operating System version.

System must be capable of operating with the latest anti-virus software that's approved for use within DLA.

Any requirement for the Contractor to provide their own IT Infrastructure, standalone server, or management workstation hardware due to compatibility issues must be documented in the Contractor's proposal and approved by J6 prior to contract award, if applicable. All Contractor provided IT Infrastructure must meet DoW STIG requirements. If the Contractor provides their own IT Infrastructure for the OT solution(s) and/or system(s), upon AO approval of the security authorization package (and prior to final OT solution(s) and/or system(s) acceptance or go-live), all Contractor provided IT Infrastructure will become the property of the Government.

All specialized software provided by the Contractor to the Government must have the applicable license key as well as sales/transaction records, ownership control(s), manuals, technical publications, documentation, and any other information supporting ownership accompanying it. At the time of Contractor hand-off of Contractor owned IT Infrastructure to the Government, all design information for Enterprise Architecture (EA) for the "as built" OT solution(s) and/or system(s) will be provided. Any Contractor provided OS, software, and firmware throughout the duration of the contract will be upgraded by the Contractor prior to the Contractor's end of mainstream support for the OS, software, or firmware.

The Contractor will be responsible for the implementation including meeting all required STIG compliance.

The Contractor shall be responsible for all configuration and deployment which meet DoW, NIST and USG regulatory and cybersecurity policy requirements.

Any OT solution(s) and/or system(s) with IT Infrastructure provided by the Contractor must be upgradable and remain compliant to cybersecurity specifications during the lifecycle of the solution. Contractor supplied systems must meet DoW STIG requirements, with any exceptions noted in the design documentation.

Maintenance activities start after handover of the DLA Automation Solution to the DLA asset owner and may continue until the asset owner no longer requires them. Activities are typically short and frequently recurring, and may include one or more of the following:

a. Patching and anti-virus updates
b. Equipment upgrades and maintenance, including small engineering adjustments not directly related to control algorithms
c. Component and system migration
d. Change management
e. Contingency plan management

All maintenance activities will include completion of identified DoW/DLA Security Awareness training, independent of other training received.

System(s) shall operate using fully supported OS, software, and firmware throughout the duration of the contract. All operating systems, software, and firmware shall be upgraded prior to the manufacturer's end of mainstream support for the operating system, software, or firmware. The solution must be upgradable and remain compliant with DoW cybersecurity specifications during the lifecycle of the solution.

Government furnished removable flash media shall be requested for system operation and must be reviewed and accepted by the DLA Flash Media Approval Program. Contractor furnished removable flash media shall be provided in advance and will be reviewed for use on a case-by-case basis. Files may be sent via DoD SAFE. All FRCS, ICS, or Facilities IoT solution(s) and/or system(s) must use the PERA Model for Control Hierarchy and must match the included attachment. (Reference ISA Technical Library online https://www.isa.org/) to provide logical and/or physical architecture for networking, security hardware, software, and methods. The PERA Model is an industry standard for manufacturing and/or industrial control systems that segments hardware, devices, and equipment into a hierarchical based design.

C6.5 Deliverables

The table below provides a summary of the deliverables required of the Contractor based on identified cybersecurity requirements for Assess and Incorporate (A&I) and Lean Cybersecurity Risk Assessment (LCRA). DLA Artifacts are documents or evidence provided to document the information system and support test results for RMF assessment procedures. Artifacts provided as supporting evidence to test results must be associated with relevant Assessment Procedure(s). Other deliverables may be added or updated at the task order level.

The documents below are required for either an A&A or A&I/LRCA, but will be provided by the Government:

a. Configuration Control Working Group Charter
b. Supplemental Implementation Guide Contingency Plan

c. MOU/MOA/SLA
d. Incident Response Plan
e. Maintenance SOP
f. Privacy Documentation
g. System Development Life Cycle (SDLC) Documentation
h. DLA Access Control Policy
i. Disaster Recovery Plan

Table 6.5-1-Cybersecurity Deliverables

#	Deliverable Name	**Reference (these sections w/be adjusted based on PWS/SOW)**	**Submission Due**	**A&I/LCRA**
1	DoDM 8140.03 Certifications/ Information Assurance Certifications	C5.5.5	At time of award or when on-boarding of replacement personnel	Required
2	DoDM 8140.03 Report	C5.8.4	30 Days After Contract Award, then Monthly	Required
3	CP After Action Report	As Required	As Required (With in 10 Days of a Contingency Event)	Recommen ded
RMF Documentation:				
4	System Diagrams (Architecture, Authorization Boundary, Data	C6 Section 5	15 Days After Contract Award	Required

#	Deliverable Name	**Reference (these sections w/be adjusted based on PWS/SOW)**	**Submission Due**	**A&I/LCRA**
	Flow and Purdue)			
5	Comprehensive Hardware/ Software List (DLA provided template)	C6 Section 5	30 Days After Contract Award	Required
6	System CONOPs	C6 Section 3	15 Days After Contract Award	Required
7	Ports, Protocols and Services Management (PPSM)	C6 Section 5.1	15 Days After Contract Award	Required
8	FIPS 199 Categorization	C6 Section 3	30 Days After Contract Award	Required
9	Cybersecurity Scan Results (ACAS, SCAP, WebInspect)	DLA J62F	15 Days After Contract Award	Conditionally Required where AB includes components at Purdue 2/3
10	Security Technical Implementation Guides (STIGs) and Security Requirement Guides (SRGs) Checklists	C6 Section 5.1	45 Days After Contract Award	Required

#	Deliverable Name	**Reference (these sections w/be adjusted based on PWS/SOW)**	**Submission Due**	**A&I/LCRA**
11	Documentation supporting RMF security control implementation	C6 Section 6	45 Days After Contract Award	Required
12	Control assessment procedure test results	C6 Section 4	60 Days After Contract Award	Required
13	Plan of Actions and Milestones (POA&Ms) for all associated vulnerabilities	C6 Section 4	60 Days After Contract Award, then Monthly	Required
14	Privacy Risk Impact Level Analysis (PRiLA)Categorization Worksheet Privacy Impact Assessment	C6 Section 4	15 Days After Contract Award	Required
15	System Administrator Installation/ Configuration Documentation	C6 Section 4	30 Days After Contract Award	Required
16	Application Software release/patch Documentation	C6 Section 4	30 Days After Contract Award (Update as required)	Required
17	FedRAMP+ Authorization (if cloud technology)	C6 Section 5.1	Prior to contract award Remain current	Required

C6.6 DoDM 8140.03 Work Role

Table 6.6-1-DoDM 8140.03 Work Role System Administrator

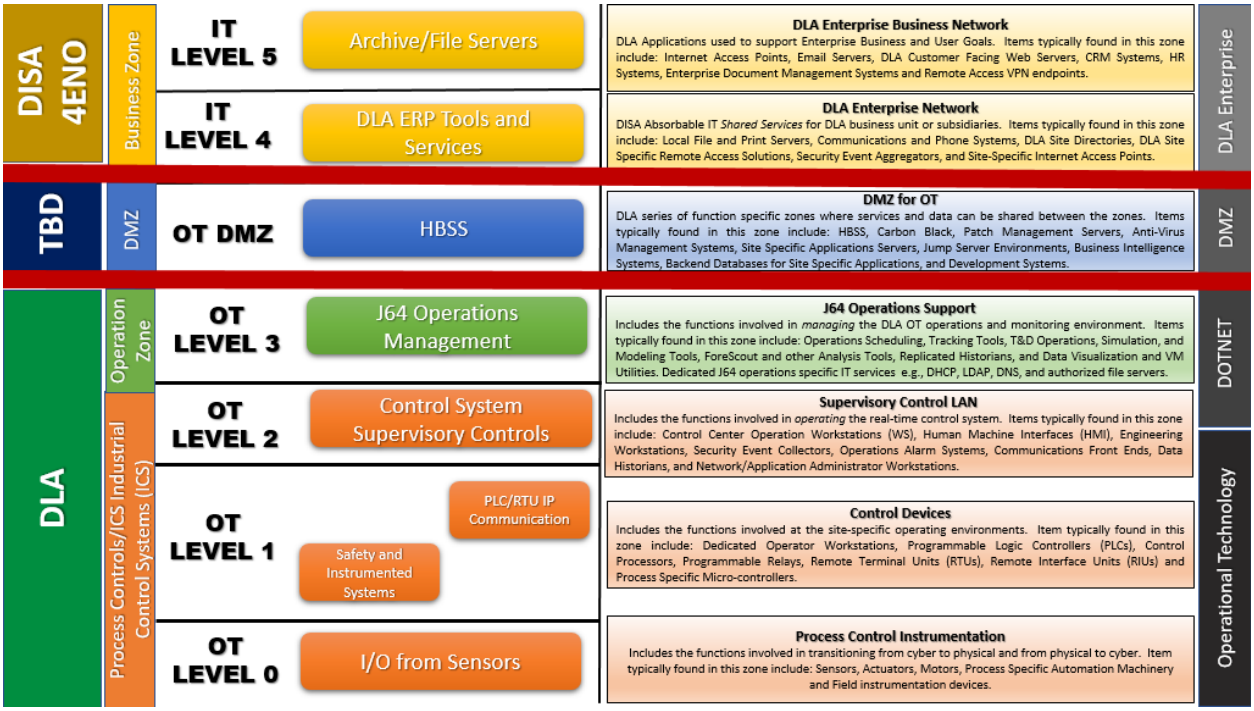
(451) System Administrator					
		Basic	Intermediate	Advanced	NOTES
Foundational Qualification Options	Education	High school diploma or equivalent, or higher	Associate degree or higher from an accredited college or university	Bachelor degree or higher from an accredited college or university	When Education is listed, recommend an accredited Computer Science, Cyber Security, Information Technology, Software Engineering, Information Systems, or Computer Engineering degree; or a degree in a Mathematics or Engineering field.
		OR	*OR*	*OR*	
	Training	Offerings listed in DoD 8140 Training Repository	Offerings listed in DoD 8140 Training Repository	Offerings listed in DoD 8140 Training Repository	
		OR	*OR*	*OR*	
	Personnel Certification	A+ or CND or Network+ or Security+	Cloud+ or GICSP or GSEC or SSCP	CASP+ or CCNP Security or CCSP	See the Certification Index tab at the end of this document for certification vendor information.
Foundational Qualification Alternative	Experience	Conditional Alternative	Conditional Alternative	Conditional Alternative	Refer to Section 3 of the DoD 8140 Manual for more information.
Residential Qualification	On-the-Job Qualification	Always Required	Always Required	Always Required	Individuals must demonstrate capability to perform their duties in their resident environment.
	Environment-Specific Requirements	Component Discretion	Component Discretion	Component Discretion	
Annual Maintenance	Continuous Professional Development	Minimum of 20 hours annually or what is required to maintain certification; whichever is greater.	Minimum of 20 hours annually or what is required to maintain certification; whichever is greater.	Minimum of 20 hours annually or what is required to maintain certification; whichever is greater.	

Reference:

https://www.cyber.mil/dod-workforce-innovation-directorate/8140/qualification-matrices

C6.7 DLA Purdue Model

Table 6.7-1-DLA Purdue Model



C.7 SPECIFIC TASKS AND DELIVERABLES

The Contractor must perform Building Operation, Scheduled Preventative Maintenance Services, Routine Maintenance and Repair, Demand Maintenance & Repair Services, New Work, and related Contract Administrative Services as described within the PWS. All work must be accomplished in conformance with approved and accepted standards of the industry; equipment manufacturers; all applicable local, state, and federal standards; and all applicable building and safety. When the contractor completes work on a system, that system must be free of missing components or defects that would prevent it from functioning as originally intended and/or designed. Corrective or repair/replacement work must be carried out to completion including operational checks and cleanup of the job site. Except where otherwise noted, replacements must match existing in dimensions, finish, color, and design.

C7.1 Operation and Maintenance Tasks

The operation and maintenance service program must require systematic inspection and testing to verify proper system operation; detect incipient failures either before they occur or before they develop into major defects; minimize malfunction, breakdown, and deterioration of systems and equipment; and identify any repairs required to bring lift equipment up to the manufacturer's operating standards to maintain a high degree of reliability. Guidance on operating procedures, organization and frequency of preventive maintenance services is contained in TECHNICAL EXHIBIT 4 – HVAC PM LIST, TECHNICAL EXHIBIT 5 – PLUMBING PM LIST and TECHNICAL EXHIBIT 6 – KITCHEN EQUIPMENT PM LIST and manufacturer’s O&M guidelines.

C7.1.1 Preventive Maintenance Standards

Minimum acceptable standards must be according to the procedures contained in TE-4, TE-5 and TE-6. The Contractor must notify the COR for approval prior to implementing any manufacturer’s maintenance standards which are more stringent than those specified in the technical exhibits referenced above or if the Contractor recommends modifying maintenance standards based on site conditions and requirements. The KO may hold the Contractor responsible for any equipment damaged due to lack of proper PM and require the Contractor to repair or replace damaged equipment at no cost to the Government. Examples of improper PM include, but are not limited to, failure to change filters, failure to maintain glycol in HVAC systems at the proper concentration, and failure to change/add lubricants.

C7.1.2 Inventory Assessment

The Contractor must first verify and update the equipment listed TE-03 within 90 of Notice to Proceed . During the equipment inventory assessment, the Contractor must at a minimum, collect the equipment Maintenance Control Designation (MCD), serial number, equipment description, work center (shop), building number, frequency basis for that equipment (e.g., monthly, quarterly, annually, etc.), maintenance plan and task list. Upon completion of the equipment verification, the PMO program must be developed and entered into EBS. The Contractor must be responsible for maintaining the accuracy and currency of the equipment list and associated PMO Schedules in EBS throughout the life of the contract.

C7.1.3 Utilities Energy Conservation

The Contractor must ensure employees practice utilities conservation. The contractor must operate all equipment and systems in an energy-efficient manner and in accordance with each manufacturer's recommendations to include, but are not limited to, the following:

a. Turn off water faucets or valves when not in use (for prolonged periods)
b. Turn off lights when not in use (unoccupied areas)
c. Report and repair all types of water/liquid leaks and drips
d. Report and repair ripped, torn or missing insulation
e. Support reserve center energy conservation initiatives and programs

C7.2 Energy Savings Performance Contract (ESPC)

The Government may enter an ESPCs agreement during the period of this contract. In facilities with equipment installed under an ESPC the contractor must ensure the operating limits for equipment and/or controls established by the ESPC are followed. Any adjustments to operations that may jeopardize the energy savings realized by the government in accordance with the ESPC must be submitted to the COR in writing within 1 business day. Any changes discovered by the Energy Savings Company (ESCO) or Utility during Measurement and Verification (M&V) and/or Performance Assurance activities may warrant root cause determinations. The Contractor will assist in root cause determinations. Changes made by the Contractor that exceed ESPC operating limits will be returned to ESPC stipulated conditions by the Contractor at no additional cost to the government. The contractor must report all known or potential O&M impacts to ESPC equipment and/or ECMs. The report must be submitted to the KO or COR.

C7.2.1 ESPC Scope Realignment

The Contractor shall support the realignment of maintenance responsibilities for newly installed ESPC equipment. The Contractor's role is to ensure a seamless service transition to the ESCO, who is responsible for the new equipment's maintenance to guarantee energy savings

C7.2.1.1 ESPC Scope Realignment Proposal

Upon notification that an ESPC project has been awarded, the Contractor shall develop and submit a "Scope Realignment Proposal" to the COR within 30 days. This proposal shall identify all maintenance tasks and associated costs within this PWS that will be transitioned to the ESCO post-installation. The proposal shall include:

a. A line-item list of all PM and anticipated CM tasks to be removed from the Contractor's scope.
b. A corresponding credit proposal detailing the reduction in the contract price associated with the realigned services. This credit shall be based on the historical cost data and PM schedules for the equipment being replaced or modified.

C7.2.1.2 ESPC Service Transition

The Contractor shall participate in a formal transition meeting with the COR and the ESCO to confirm the official date and time that maintenance responsibilities for the new equipment are

transferred to the ESCO. This transition will coincide with a formal contract modification to execute the Scope Realignment and adjust the contract price.

C7.3 Facility Operational Checks

The Contractor shall arrange for staff to conduct operational checks of facility mechanical equipment spaces. During the normal course of performing PMO and DMO services, the Contractor staff shall be cognizant of the standard 'user-level' operational parameters in effect for the equipment and systems being maintained in these spaces (e.g., normal hot water system temperatures, pressures, liquid levels, alarms, leaks, or fuel spills discovered in spaces where not apparent to the general building occupants, etc.). The Contractor shall notify the KO or COR of any observed deviations that may require follow-up. It is incumbent on the Contractor staff performing their duties within Government premises to provide basic facilities management support. Namely, the observation and notification of any obvious adverse building systems problems even incidentally noted. Examples include notification of the KO or COR regarding alarms, leaks or fuel spills discovered in mechanical spaces, where not apparent to the general building occupants, etc.

C7.3.1 Minimum Operational Checks

a. Daily: Major HVAC equipment (when in operation), including boilers, chillers, and cooling towers
b. Weekly: Distributed HVAC equipment including package units and external condensers, pumps, motors, AHU rooms and condensate drip pans. Incorporate moisture control checks to prevent building damage, minimize mold contamination, eliminate leaks, and reduce health risks related to moisture.

C7.4 Heating Ventilation, and Air Conditioning (HVAC) Tasks

The Contractor must provide all personnel, equipment, tools, materials, supervision, and other items necessary (labor and material) to perform Heating, Ventilation, and Air Conditioning (HVAC) Maintenance and Repairs as defined below in this Performance Work Statement (PWS), except for those items specified as government furnished property and services. The Contractor must inspect, maintain, and perform repairs to all HVAC associated Equipment and Systems including all components/elements. Service performed by the Contractor must be accomplished to ensure that HVAC equipment condition remains unchanged from the time of work undertaking. The quality of work accomplished must meet the ASHRAE mandated guidelines, OSHA requirements, and must also comply with various manufacturer's requirements for such systems and related individual equipment items/elements as specified in respective Manufacturer's Operations and Maintenance Manuals.

C7.4.1 HVAC Equipment

Equipment to be operated and maintained includes but not limited to chillers, cooling towers, air handling units, dampers, damper operators, VAV boxes, condensers, pumps, valves, valve operators, circulation fans, exhaust fans, unit heaters, boilers, heat exchangers, humidifiers, dehumidifiers chemical feed systems, air compressors, fan coils, DX split systems, heat pumps, window air conditioning units, ice machines (including inline filters), coolers, refrigerators, freezers and control systems.

C7.4.2 Natural Gas Appliance and Equipment.

The Contractor must inspect natural gas appliance connections for leaks at the valve or adjustable meter. The Contractor must repair leaks immediately and conduct inspections semi-annually. PM for natural gas appliances and equipment must be performed IAW the requirements set forth in National Fire Protection Association (NFPA) 54 National Fuel Gas Code and 49 CFR 192, Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards. The Contractor must maintain gas lines, gas meters, and regulators (low pressure side to include building plumbing). The Natural Gas Distribution System includes natural gas lines outside the footprint of a building or structure up to the point of demarcation established by Columbia Gas. The Points of Demarcation to the commercial source is downstream of the building meter.

C7.4.3 Seasonal Start-up and Shutdown

Perform Seasonal Start-up and Shutdown of Heating and Cooling Plants and Systems. The Contractor must perform the seasonal start-up and shutdown of the plants and systems within five (5) days of notification by the COR IAW a priority list provided by the COR. Seasonal shutdowns must include winterization of condensers and shutoff for each system and item of equipment, including draining of lines, coils, and tanks and application of freeze protection where required.

C7.4.4 Freeze Protection

The Contractor must shut down, secure, and drain all equipment subject to freeze damage when freezing weather conditions are forecast, anticipated, or imminent. The Contractor is responsible for and liable to provide such services whether or not specifically informed or notified by the COR of such conditions. All equipment secured and drained for these reasons must be returned to normal service when danger of freeze conditions has passed. The Contractor must be liable for correction of any and all damages incurred as a result of failure to adequately protect equipment under these conditions. The Contractor must notify the COR no later than (NLT) four (4) hours after securing a system from possible freeze damage.

C7.4.5 HVAC Building Operations

Typical HVAC System Operating Hours: 0530 to 1800

C7.4.5.1 Temperature - Heating/Cooling

During normal working hours, temperature controls must be set to maintain space temperatures IAW the latest edition of DLAI 4170.11 Energy and Water Resource Management.

Temperature levels stipulated by the Government are subject to change based on nationwide energy policies.

Table 7.4-1 – DLAI4170.11 Temp. Setpoint for Heating and Cooling Seasons, Degrees Fahrenheit (Dry Bulb) (^{o}F)

Space	Heating Season (^{o}F)		Cooling Season (^{o}F)	
	Occupied	Unoccupied	Occupied	Unoccupied
Administrative / Office	70 ± 2	55 ± 5	74 ± 2	85 ± 5

Warehouses / Maintenance Bays	60* ± 5	45 ± 5	N/A	N/A
Sleeping Quarters	68 ± 4	55 ± 5	70 ± 2	85 ± 5
Computer Rooms / Data Processing Centers	See UFC 3-410-01 (Reference (n))			
* Other temperature standards may apply.				

C7.4.6 HVAC Building Automation Controls

The Contractor must operate systems according to the established sequence of operation for the BAS. The Contractor is responsible for notifying the COR or designee if a sequence of operations, equipment, or schedule is not operating as designed or is resulting in unnecessary energy use. The Contractor must have regular onsite expertise to perform basic daily adjustments, such as setpoint adjustments, while minimizing, documenting, and evaluating overrides without compromising the sequence of operations; overrides must be temporary and must revert to the established sequence of operations, or the Contractor must propose permanent changes to the COR. The Contractor must have onsite capability to operate the facility during any necessary emergency or manual operations of the system.

C7.4.6.1 BAS Support

The Contractor must have in-house expertise, or subcontract, for additional, specialized BAS services, such as sequence of operation tuning, sensor calibration, and BAS log review. If the Contractor does not have a manufacturer trained or equivalent BAS operator onsite, the Contractor must enter a subcontract, including regular scheduled support (not merely support on a contingency basis), and remote access (where available and subject to J6 IT governance security clearances and training), with a firm that has these skills.

C7.4.6.2 BAS Control Systems and Upgrades

BAS Control Systems must be maintained as designed. The Contractor must perform maintenance required to ensure that all BAS devices function properly, and repair or replace components that fail. The Contractor must be responsible for BAS software and firmware updates and security patches. The Contractor must advise the KO or designee and coordinate BAS vendor activities necessary to facilitate any upgrades the KO or designee deems necessary for the functionality and/or security of the BAS over and above those necessary for standard system operations. The Government may upgrade or change control system software or reprogram control systems during the performance period of the Contract. If the Government provides operator level training and operator level documentation for the Contractor’s use, the Contractor must not claim additional payment for in-house services relating to the new or upgraded control software or systems programs.

C7.4.6.3 BAS Control Systems Reporting

Deficiencies in the BAS system operations must be identified by BAS trending or Contractor's operating tours. All deficiencies must be reported to the KO or designee immediately and documented and included in the monthly report. BAS alarms logs must be included in the monthly report to show that they are being addressed.

C7.4.6.3.1 BAS Schedule Report

The contractor must provide the KO or designee with an initial BAS Schedule Report within 90 days of the NTP listing the current daily occupancy schedule for each BAS. The government will review the initial schedule within 10 days and provide schedule changes as needed. The contractor must complete all BAS schedule changes within 10 days of receipt from the Government and provide a Final BAS Schedule Report. After the Final BAS Scheduled is implemented the contractor must make any requested schedule changes within 2 days of request and update Final BAS Schedule Report. See TE-08 for report template.

C7.4.7 Boiler Systems

The Contractor must perform daily operation, and subcontract with a factory authorized "Qualified Boiler Maintenance" Company to perform boiler maintenance and testing. The Contractor must maintain heating systems and related auxiliary equipment, boilers, boiler feed pumps, condensate return pumps, water pretreatment equipment, such as water softeners, and all other related equipment. This may include solar heating equipment or other applications. All equipment must be maintained to meet operational requirements except when off-line. All scheduled maintenance must include a visual inspection of all components to ensure proper operation and to check for leaks or other deficiencies. If it is determined that damage has occurred from improper maintenance or chemical treatment or any parts/components/units, the Contractor must be responsible for repairing or replacing necessary parts/components/units at no additional cost to the government.

C7.4.7.1 Boiler Systems Operation

The Contractor must operate and maintain the boiler systems to preserve the safety of personnel, the protection of the property, and the comfort of the tenants. The intent is to operate as efficiently as possible while protecting all assets from freezing conditions. Boiler operations must be logged daily while in operation. The Contractor must be familiar with the requirements of the local Air Quality Management District (AQMD) and must ensure operating permits for boilers, and all other emissions producing equipment regulated by the AQMD are up-to-date and have copies available for the KO or designee. Operating readings must be logged daily and posted during boiler operation.

C7.4.7.2 Boiler Testing and Inspecting

The operating or external inspection must be done during the heating season while the boiler is under load. The internal testing must be performed in the off season. The Contractor must implement boiler shutdown and summer lay-up procedures to protect the boilers from corrosion during the off-season. A combustion (flue gas) analysis must be performed annually at the beginning of each heating season on all fossil fueled boilers. This test helps the Contractor adjust the boiler to its optimum efficiency. A report that includes the manufacturer's efficiency rating by design must be provided to the COR within ten (10) business days of the test that shows the readings before any adjustments are made. A follow-up report must be provided to the COR within ten business days after any adjustments are made to document compliance.

C7.4.7.3 Boiler System Reporting

Daily logs of the boiler must be annotated by the Contractor on a COR approved boiler log and kept at the boiler. After the third-party inspection of a boiler, the Contractor must have the

inspector complete a KO or designee approved Inspection Report Form for each boiler inspected. All inspections and tests must also be scheduled and annotated in EBS and reported in the monthly report.

C7.4.7.4 Water Treatment of Steam Boilers

Provide a water treatment system program to prevent corrosion and scale within the boiler and piping distribution system. Treat the water to maintain the conditions recommended by the boiler manufacturer and TE-04. Provide chemicals that meet all required federal, state, and local environmental regulations for the treatment of boilers and discharge to the sanitary sewer. Engage the services of a company regularly engaged in the treatment of boilers to determine the correct concentrations required for water treatment. Do not use filming amines, hydrazine and chelants. Ensure the water treatment chemicals remain stable throughout the operating temperature range of the system and are compatible with pump seals and other elements of the system.

C7.4.7.5 Water Sampling and Treatment of Hot Water Boilers

Provide a water treatment system program to prevent corrosion and scale within the boiler and piping distribution system. Treat hot water with either a borax/nitrite type treatment or a molybdate type treatment. Both types of treatment are acceptable to use with glycol. Engage the services of a company regularly engaged in the treatment of boilers to determine the correct concentrations required for water treatment.

C7.4.8 Air Distribution Equipment

Maintenance must include all the building equipment associated with the air distribution systems up to and including the final discharge of air into occupied spaces. At a minimum, the maintenance plan must include applying lubricants, sealing filter racks against bypass air flow, cleaning fan housings, fans, coils, dampers, air diffuser/grilles, air handling unit (AHU) sections, and equipment rooms, and replacing consumable parts or components. Filter MERV ratings for AHUs, and similar air distribution assets will be recorded in the asset record for the equipment asset. Filter change PMs will be directly associated with the air handler or other air distribution equipment.

C7.4.8.1 Air Distribution Equipment Operation

The Contractor must operate air distribution systems in accordance with their design and the approved sequence of operations and any other requirements within this Contract. The Contractor must follow ASHRAE 202-2103 (Commissioning Process for Buildings and Systems) or later versions, if superseded, when operating this type of equipment. The Contractor must be responsible for making immediate adjustments or corrections that fall within the proposed maintenance plan, generated Service Orders and any other requirements under this PWS. The Contractor must make recommendations and perform adjustments to controls, adjust BAS settings, correct set points, and restore equipment to automatic operation as approved by the COR or designee. The Contractor must identify all alarm points with originating point identification information (device ID, point number, description) to manipulate the system to monitor conditions, track and trend operational criteria. The Contractor must make every reasonable effort to protect all assets regarding air distribution systems and associated equipment listed in this Contract from freezing conditions.

C7.4.8.2 Filters

The Contractor must use high-efficiency air filters when replacing the filters in air handlers and other equipment that use air filtration. The Contractor must only use air filters with known Minimum Efficiency Reporting Value (MERV), as defined in the ANSI/ASHRAE Standard 52.2. The Contractor must replace air filters with the air filters that have MERV 13 value unless the filter significantly reduces design air flow and deviates from manufacturer recommendations. Contractor must report to KO or designee if filters other than MERV 13 are used.

C7.4.8.3 Air Distribution Testing and Inspection

The Contractor must ensure that air distribution components operate on a system level per the design intent and sequence of operations by testing and inspecting the units. The testing of the air distribution system must also include the integration with other equipment in the building including chillers, boilers, variable air volume system components, fans, ductwork, and air intakes.

C7.4.8.4 Air Distribution Equipment Reporting

The Contractor must report and enter in EBS all activities performed with respect to the air distribution system and its components, including filter MERV ratings of installed filters, in the appropriate PMO.

C7.4.9 Chiller Systems

The Contractor must operate, repair, maintain and replace as needed, associated systems IAW manufacturer's specifications. Maintenance must be accomplished by the chiller manufacturer's authorized service technician.

C7.4.9.1 Chiller Systems Operation

The Contractor must operate the chiller systems according to established operational standards with manufacturer's guides, industry standards or as otherwise directed by the COR or designee. The intent is to operate as efficiently as possible while protecting all assets. Chillers must be logged daily while in operation utilizing a COR approved chiller log.

C7.4.9.2 Testing/Inspecting

C7.4.9.2.1 Nondestructive Chiller Tube Analysis (Eddy Current)

Chillers with tube and shell heat exchangers, both evaporator and condenser, must have an eddy current test performed every three years. The test must be performed by a Level II technician, certified by the American Society for Nondestructive Testing, per SNT-TC-1A - Personnel Qualification and Certification in Nondestructive Testing/Inspection. The test must be performed in accordance with current American Society of Mechanical Engineers standards.

C7.4.9.2.2 Vibration Analysis

Perform vibration analysis in accordance with manufacturer's recommendations. A baseline trend must be established, charted, and compared with the manufacturer's specifications. This

trend chart must be provided to Contracting Officer. Technicians must have Level 2 vibration analyst certification, also known as ISO Category II.

C7.4.9.2.3 Oil Analysis

Submit a sample of the compressor oil to a qualified independent laboratory for comprehensive spectroscopic analysis. Analysis must determine system moisture content, acid level and wear metal content of the oil. Provide oil analysis results to the Contracting Officer.

C7.4.10 HVAC Water Treatment

The Contractor must implement a chemical treatment program for open and closed systems (boilers, chillers and cooling towers) specifically designed to protect the equipment, to maintain efficiencies, to conserve water and to meet State and Federal Regulations. The contractor must be responsible for providing all chemicals necessary for the water treatment program. The Contractor must maintain files of inspections and chemical usage for cooling towers, condensate and chilled water systems including laboratory analysis of all HVAC systems receiving chemical treatment. Records must include building number, date chemicals were applied, description of chemicals used, quantity of chemicals used per system to maintain standards, chemical level readings in system before and after minor adjustments, date of inspection check and adjustment, results of inspection and name of persons doing the inspections and adjustments.

C7.4.10.1 Water Treatment Program Documentation

Installation, operation, and maintenance manuals for the equipment and the selected water treatment systems should be readily available. Site-specific log sheets, test procedures, service reports, and test results should be maintained on-site.

The following records must be maintained:

a. Safety data sheets for any chemicals brought on-site
b. Documentation of the evaporative cooling and water treatment systems
c. Water system volume, the date of measurements, and the method of volume determination
d. Name and contact information for the party or parties responsible for the Program
e. Names and contact information for personnel responsible for system operation and shutdown
f. Water treatment test procedures, including site-specific control ranges for tested variables
g. Water treatment equipment and control parameter test schedules
h. Corrective actions for test results that fall outside the site-specific control ranges
i. Written reports showing which routine inspections have been conducted, the inspection findings, the inspection date, and the personnel conducting the inspections
j. Written reports showing which routine maintenance has been conducted, a summary of before and after maintenance conditions, the maintenance date, and the personnel conducting the routine maintenance

k. Written reports documenting any repairs or modifications made to the evaporative cooling or water treatment systems, the date the actions were taken, and the personnel making the repairs or modifications

l. Written documentation of the date and duration of any water service disruptions

C7.4.10.2 Cooling Towers

Contractor must develop a cooling tower maintenance program and water treatment plan in accordance with ANSI/ASHRAE Standard 188-2021, ASHRAE GUIDELINE 12-2020, manufacturer's recommendations and TE-04.

C7.4.10.2.1 Cooling Tower Treatment Program

The contractor must provide a Water Treatment Program Plan for each cooling tower. After approval the program will be continuously monitored and modified by the contractor as required to meet the treatment standards specified. All proposed changes to the approved program must be submitted in advance for the COR approval. The proposed chemical treatment procedures must be provided for COR approval 30 days after NTP. The contractor's treatment program must at a minimum address the control of corrosion, scale, deposits, and microbiological growth; as well as algae growth, cycles of concentration, frequencies of cleaning and flushing, bleed off and chemical control.

C7.4.10.2.1.1 Treatment and Control Requirements

The contractor's cooling tower water treatment program must be designed to minimize corrosion, scale, deposition, and microbiological activity. The treatment program must be effective over the entire operating temperature range specified in equipment operations and maintenance manuals. All chemicals must be commercially available for use in the treatment of cooling tower water. All chemical additions and treatment methods must comply with the latest Environmental Protection Agency requirements and recommendations, and bleed off water and other discharges must be maintained in compliance with all applicable federal, state, and local laws and regulations. Chromates and other chemicals that are considered potential pollutants must not be used.

C7.4.10.2.2 Cleaning and Flushing

All cooling towers must be cleaned and flushed of scale, trash, mud, dirt, algae, slime, and other foreign material within 15 calendar days after the start date of the contract, and prior to implementation of the Contractor's approved water treatment program. Additional flushing and cleanings must be performed as necessary to remove excess accumulations of such foreign material.

C7.4.11 HVAC Related Components and Accessories

The Contractor must be responsible for all related items of equipment not previously described or identified but that are connected-to and an integral working part of HVAC systems. The Contractor must repair and maintenance electric motors (Repair or Replacement of motor or pumps must be high efficiency Energy Star Equipment), pumps, HVAC water distribution systems, valves, shaft couplings, variable-frequency-drives, drive pulleys, drive belts and safety covers. The Contractor must provide maintenance and repairs to

ladders, stairs, platforms and towers that support HVAC mechanical equipment as well as catwalks or hand railing attached to the HVAC platforms or towers.

C7.4.11.1 Ductwork Equipment/Accessories

The Contractor must provide maintenance and repair to HVAC system equipment installed inside ductwork such as balancing dampers, motorized dampers, control sensors, re-heat systems, unit heaters, supply fans, return fans, exhaust fans, fire alarm system duct detectors, fire system dampers-shutters-fusible links, air leaks in duct-work (loose clean-out doors, warped surfaces, broken joints, holes worn in elbows or other parts, and poor connections leading from or returning to fans, including flexible connections), duct hangers and supports.

C7.5 Plumbing Tasks

Plumbing includes potable water systems consisting of hot and cold-water piping, components inside the facility, and out from the facility to the point of demarcation. Waste, vent, and drain systems consist of piping and components inside the facility and out from the building to the point of demarcation. Potable water systems include domestic water heaters. Water heater types may be electric or fueled by natural gas with either atmospheric or forced draft burners. The Contractor must maintain potable water and waste, vent, and drain systems and components from the isolation valve. The Contractor must ensure all system drains, including storm drainage and roof drains, remain clear and unobstructed. The Contractor must take any necessary steps to prevent odors emitting from drains or other plumbing systems into occupied space, including keeping water in traps appropriately maintained. The Contractor must clear toilet and sink blockages, as necessary. Such requests must be transmitted to the Contractor by the KO or designee through Demand Work Order procedures. When replacing plumbing fixtures, the Contractor must use devices as approved, in advance, by the KO or designee.

C7.5.1 Plumbing Components

Components include, but are not limited to, the following: hot and cold water piping and fittings, insulation, natural gas piping systems downstream of the meter, sinks, faucets, hot water storage tanks, grease traps, back flow preventers, eye wash stations, drinking fountains, hot water circulation pumps, hose bibs, standpipes, expansion tanks, relief valves, mixing valves, flushometers, water fixtures and plumbing components, i.e., toilets, urinals, waterless urinals, faucets, aerators, piping, fittings, drains, sump pumps, motors, and sump water level controls IAW TE-05 and manufacturer's specifications.

The Contractor must set hot water temperature DLAI 4170.11 Energy and Water Resource Management.

Table 7.5-1-DLAI4170.11 Maximum Allowable Hot Water Temp, Degrees Fahrenheit (Dry Bulb) (ºF)

Hot Water Application	Maximum Temperature at Destination (^{O}F)
Administrative Areas	110
General Domestic Uses	110
General Cleaning	110
Child Care Centers at the Site of Delivery in Any and All Child-Occupied Spaces	110

Food Handling and Automatic Dish Washing in Food Service Facilities	140 (Requires Separate Booster)
Final Rinse for Dishes and Utensils in All Food Service Applications	180 (Requires Separate Booster)
Commercial Type Laundries	180 (Requires Separate Booster)
Medical	See UFC 4–510–01 (Reference (o))
Industrial and Manufacturing Processes	Must provide temperature requirements to DM-I within 90 working days of this DLAI publication or comply with these requirements
Purge all domestic hot water supply systems at a minimum of once every 6 months if not used or cycled during that period to avoid any potential legionella contamination. Select applications are exempt from this requirement if they require and are authorized higher water temperatures above 140 degrees Fahrenheit.	

C7.5.2 Building 20 Plumbing

The only fixtures (water closets, urinal, lavatories, sinks, drinking fountains, etc.) and water heaters in the contract are in Buildings 20 & 20A except for solar water heating systems in Bldg. 11 Sections 4, 9 and 11. See TE-03 and TE-18 for equipment.

C7.5.3 Leaks

The Contractor must be prepared to repair leaks of piping and plumbing fixtures. Sewage gases must not be vented into facilities. Drains must be free of obstruction. Fuel oil or natural gas must not leak from the system or components. Hot and cold water must flow on demand through the piping systems with no leakage through closed faucets, mixing valves, or flushometers. Flushometers must operate properly and shut off the water flow after the flush cycle.

C7.5.3.1 Gas Leaks

The Contractor must be prepared to repair all gas leaks from the primary utility line demarcation point to the inside of the buildings. When repairing gas leaks the contractor must test the entire building system for leaks and repair all as needed. Gas service to the building will not be restored until leak tests pass for the entire building system, not just the section that was replaced or repaired. All tests and repairs must be in accordance with applicable industry codes.

C7.5.4 Sump Pumps

The Contractor must annually inspect, remove all debris, wash down, and operate the sump pumps identified in TE-05. Sump water level controls must be set to energize the sump pump prior to the sump becoming full and shut off the pump after sump draining is complete. The Contractor must submit a report to the KO/COR on sump pump inspection and maintenance one week after completing maintenance on a sump pump. The report must contain the date of

inspection; inspector's name; building; detailed sump pump information; condition; repair recommendations and any additional relevant remarks.

C7.5.5 Lift Stations

The Contractor must evaluate lift stations, collect and record data, perform adjustments necessary to control the quality of the operations, inspect for deficiencies and hazardous conditions to determine the maintenance and repair requirements. Perform routine cleaning of equipment subject to waste material accumulations, blockages, algae growth, vector attraction, and offensive odors including, but not limited to, bar screens, grit collector, de-gritter, and weirs. Dispose of grit, scum, and screening material removed from the facility waste streams.

C7.5.6 Hot Water Tanks

Inspection shall include a visual check for leaks, corroded surfaces, and improper setting of aquastat. PMO shall include checking operation and condition of relief valve, draining of hot water tank, and ensuring that there is an unobstructed flow through the exhaust line for gas water heaters (the re-tuning of boilers shall be perform once a year during preventive maintenance operations). Purge all domestic hot water supply systems at a minimum of once every 6 months if not used or cycled during that period to avoid any potential legionella contamination.

C7.5.7 Backflow Preventers

The contractor is responsible for 69 domestic water backflow preventers located in various buildings around the Center to include Backflow Annual Testing and Inspections. The contractor must obtain and submit annually all required documentation requested by the City of Columbus Sewer & Drains Division for testing and inspections. Any required corrections to the documentation submitted will be completed within 30 days of testing date. Fines levied due to the fault of the contractor, by the City of Columbus, for failure to comply with the requirements for backflow preventer testing and inspection will be paid by the Contractor at no additional cost to the Government. A copy of the certification must be posted at all backflow prevention devices. A complete list of backflow preventers is shown in TE-12.

C7.5.8 Grease Traps

The contractor is responsible for the manufacturer's recommended preventive maintenance of the grease trap. The contractor must remove all grease, solids, suspended solids, sludge, grit, food particles, debris, etc., from each grease trap. The contractor must wet vacuum each device and flush with water. Upon completion of work, lids, bottoms, sides, baffles and all other surfaces must be clean. At the completion of work, all surrounding surfaces must be returned to the condition in which they were found. A list of grease traps is shown in TE-13.

C7.5.9 Oil Water Separators

The contractor is responsible for the manufacturer's recommended preventive maintenance of the oil water separators. The contractor must remove all grease, solids, suspended solids, sludge, grit, food particles, debris, etc., from each oil / water separator. The contractor must wet vacuum each device and flush with water. Upon completion of work, lids, bottoms, sides, baffles and all other surfaces must be clean. At the completion of work, all surrounding surfaces must

be returned to the condition in which they were found. A list of oil water separators is shown in TE-13.

C7.5.10 Trench Drains

The contractor is responsible for the manufacturer's recommended preventive maintenance of the trench drains. The contractor must remove all grease, solids, suspended solids, sludge, grit, debris, etc. from each trench drain. The contractor must remove, clean and replace cover grates as required. Where applicable, the contractor must remove and clean baffles and/or collection pit inserts. Trench drains must be flushed to ensure pipes are running freely. Upon completion of work, cover grates, baffles, inserts and the sides and bottoms of each trench must be clean. At the completion of work, all surrounding surfaces must be returned to the condition in which they were found. A list of oil trench drains is shown in TE-13.

C7.5.11 Sewer Lines Systems

C7.5.11.1 Building 20 Kitchen/Cafeteria Sewer Line

Quarterly clean and flush the entire sewer line system serving Building 20 kitchen/cafeteria. Clean/flush lines to first exterior manhole. Catch and dispose of all collected debris off Center. There are approximately 150 feet of six-inch pipe and 450 feet of four-inch piping. Report results electronically and in print to all Government Representatives as requested.

C7.5.11.2 Building 20 Breakroom Sewer Lines

Twice annually at approximately six-month intervals clean and flush sewer line systems serving the four sets of Building 20 break rooms. Clean/flush all interior piping serving the break rooms. The systems contain approximately 450 feet of two-inch pipe and approximately 100 feet of three- and four-inch pipe. Report results electronically and in print to all Government Representatives as requested.

C7.6 Electrical Tasks (Bldg 20 Only)

The contractor must work on electrical systems at DSCC that are low voltage (up to 600 volts). Work will come in through service orders that will include repairing, modifying and installing switches; receptacles; lighting fixtures; furniture wiring and similar types of equipment/systems. The Contractor must be aware that scheduled and planned outages for buildings or parts of buildings may be difficult depending on the ongoing work for mission critical functions. The Contractor must perform PM and repairs for all low electrical equipment in accordance with of the most current National Electrical Code (NFPA 70) where applicable.

C7.6.1 Interior Lighting

The Contractor must respond promptly to Demand Work Orders for all lighting issues. The Contractor must remove all interior light bulbs that have burned out or are broken and replace them with energy efficient LED light bulbs. The Contractor must repair and replace all defective parts such as ballasts, starters, etc. Leaking or smoking ballasts may contain PCB's and must be managed in accordance with the local guidelines. The Contractor must clean lenses, reflectors, and luminaries, to obtain maximum lighting output, and must use energy saving lamps for re-lamping. The Contractor must place used fluorescent bulbs back in original packing and provide them to the Government for disposal when required.

C7.6.1.1 Building-Mounted Perimeter Lighting

The Contractor must inspect all building-mounted perimeter lighting systems once a month. Inspections must take place during daylight and after dark to locate fixtures not operating properly. The Contractor must re-lamp all burned out perimeter light fixtures and repair or replace all broken fixtures.

C7.6.1.2 Exit and Emergency Lighting

The contractor must provide all necessary labor, materials, tools, equipment, and supervision to perform scheduled inspection, testing, maintenance, and repair of all emergency and exit lighting systems. This includes, but is not limited to, battery-operated unit equipment, exit signs, and lighting. Visually inspect units for physical damage, secure mounting, and proper lamp alignment. For systems with self-testing capabilities, perform a monthly visual inspection to ensure there are no failure indicators. All battery-powered emergency and exit lights must be verified as functional on a monthly basis. All battery-powered emergency and exit lights must be proven to function under a full simulated power outage for their required 90-minute duration annually.

C7.6.2 Lighting Building Automation Controls

The Contractor must operate lighting systems according to the established sequence of operation for the lighting control system. The Contractor is responsible for notifying the COR or designee if a sequence of operations, equipment, or schedule is not operating as designed or is resulting in unnecessary energy use. The Contractor must have regular onsite expertise to perform basic daily adjustments, such as setpoint adjustments, while minimizing, documenting, and evaluating overrides without compromising the sequence of operations; overrides must be temporary and must revert to the established sequence of operations, or the Contractor must propose permanent changes to the COR. If the Contractor does not have a manufacturer trained or equivalent system operators onsite, the Contractor must enter a subcontract, including regular scheduled support (not merely support on a contingency basis), and remote access (where available and subject to J6 IT governance security clearances and training), with a subcontractor that has these skills. The Contractor must not modify sequences of operation, control programs, or run systems manually without concurrence of the KO or their designee. Where sequence of operation changes are approved, the Contractor is required to provide accurate edits to the Sequence of Operation to document the changes made.

C7.6.2.1 Lighting Control Systems and Upgrades

Lighting control systems must be maintained as designed. The Contractor must perform maintenance required to ensure that all system devices function properly, and repair or replace components that fail. The Contractor must be responsible for software and firmware updates and security patches. The Contractor must advise the KO or designee and coordinate control system vendor activities necessary to facilitate any upgrades the KO or designee deems necessary for the functionality and/or security of the system over and above those necessary for standard system operations. The Government may upgrade or change control system software or reprogram control systems during the performance period of the Contract. If the Government provides operator level training and operator level documentation for the Contractor’s use, the Contractor must not claim additional payment for in-house services relating to the new or upgraded control software or systems programs.

C7.7 Kitchen Equipment Tasks (BLDG 20, 22 & 46 ONLY)

Contractor provided services include but are not limited to actions on primary kitchen equipment and support equipment such as preventative maintenance, repairs/replacement, equipment installation, equipment repair material ordering and administration. The Contractor must provide the services in accordance with the terms, conditions and specifications of this Performance Work Statement (PWS). Activities shall be coordinated with the COR to assure no interference with use of the cafeteria kitchen facilities.

C7.7.1 Kitchen Hoods And Exhaust Systems Cleaning

The contractor must furnish all labor, tools, equipment, materials, supplies, supervision, etc., necessary for cleaning of hoods, filter elements, range hood lights, exhaust ductwork, exhaust fans, louvers, and all appurtenances of the kitchen hood exhaust systems described in TE-15 in accordance with NFPA Standard 96 and the manufacturer's instructions. The contractor service provider must be International Kitchen Exhaust Cleaning Association (IKECA) certified. Only personnel approved by the KO and AHJ must conduct cleaning operations

C7.7.1.1 Work Area Protection

The contractor must use drop cloths, shields, or other protective devices to prevent soiling or damage to equipment, supplies and building surfaces at or near the work area. The contractor must move all equipment and fixtures that may interfere with the work and must reposition all items upon completion of the work. All building members, braces, brackets, equipment, and appliances located under the hoods must be kept clean or must be cleaned after operations are completed.

C7.7.1.2 Fire Protection Systems

The contractor must carefully clean around the fire protection systems and must take the necessary measures to ensure these systems are not damaged during work. Care must be taken to keep chemicals and cleaning solutions off all fusible links or other devices of the fire protection systems. Should the contractor elect to temporarily deactivate the fire extinguishing systems during work, a person knowledgeable in the operation of these systems must perform the deactivation and reactivation of the systems. In case of accidental damage or discharge, the contractor must be responsible for the cleanup, repairs, and recharging of the fire protection systems.

C7.7.1.3 Pre-Service Inspection

Perform a pre-service inspection of the hood, duct, filters, fans and related components to identify grease build up, wear and potential hazards. Electrical circuits and fire suppression components that could be activated must be locked and tagged out and sealed to prevent any accidental shock or discharge.

C7.7.1.4 Cleaning

The Contractor must remove all grease, oil, food matter and other foreign material from the surfaces throughout the hood/exhaust systems, exhaust ducts (all accessible areas), exhaust fans, blades and housings both inside the facilities and the roof top or exterior portions. Range hoods, filters, grease collection devices, fans, ducts, plenums, housings, louvers, and all other

parts of the exhaust system must be cleaned using a general cleaning agent. All cleaned surfaces must be thoroughly rinsed with potable water to remove cleaning chemicals and free of visible grease, oil and residue. Flammable solvents or other flammable cleaning aids must not be used.

C7.7.1.5 Operational Check

Verify that exhaust fans and components are functioning properly after cleaning.

C.8 QUALITY CONTROL

C8.1 Quality Control Program

A Quality Control Program (QCP) must be developed and implemented by the Contractor. The Contractor's QCP must ensure Contract compliance, and act to ensure that potential problems with building services, equipment and systems are identified, documented, and resolved prior to failure. The Contractor must create and implement data collection and analysis plans to continually monitor and improve efficiency in operations, resource consumption, environmental impact and tenant satisfaction. In the event the Government Quality Assurance Program identifies deficiencies the Contractor must implement progressively responsive quality control measures commensurate with the severity of the Government's deficiencies. Deficiencies identified by the QCP or QASP must be recorded in EBS.

C8.2 Quality Control Plan

The "Quality Control Plan" (QC plan) is the Contractor's complete written system for identifying and correcting deficiencies and monitoring and improving efficiencies to continually improve the quality of services provided. Preparation of the QC plan is the responsibility of the Contractor and is due with the Contractor's proposal. The QC plan, revisions or updates must be submitted for approval by the KO or designee. A review of the QC Plan can be initiated by direction of the CO or designee. The QC plan must detail the Contractor's methods, frequencies, documentation, and remedies for ensuring that all aspects of contract work performed is of the highest quality. It must describe procedures for correcting problems, data gathering, improving efficiencies, and addressing quality assurance findings by the Government. The Contractor must further customize the QC plan to meet facility specific conditions. The QC plan must describe the Contractor's overall approach, methods, roles and responsibilities relating to Quality Control of all areas of contract work including service calls, preventive maintenance/inspection schedules, and operating data collection and analysis. The revised QC plan is to be submitted for review and approval to the CO or designee within 30 days of NTP.

C8.2.1 Quality Control Files

The Contractor shall maintain files of all inspections or tests conducted by the Contractor, to include any corrective actions taken. These files shall be subject to Government review at the COR's discretion during the contract term, to include any extensions of contract term. The Quality Control Files will be the property of the Government and shall be turned over to the Government upon completion or termination of the contract.

C8.2.2 Monthly Quality Control Reports

The Contractor shall provide to the COR, Quality Control Reports on as part of the monthly status report.

C8.3 Quality Assurance

The Government's role in quality assurance is to ensure that the Contractor is achieving the quality levels established in the operation and maintenance services contract and focuses on the Contractors' QC plan. The Government periodically validates the execution of the Contractor's QCP by reviewing such areas as the Contractor's inspection forms, service request

logs, tenant reports, tenant satisfaction surveys, EBS surveys, and the timeliness of corrective actions.

C8.3.1 As part of the Government's quality assurance program, the Government may:

a. Review and, if warranted, reject any reports or other submittals required from the Contractor.
b. Review performance and service records, including monthly progress reports, BAS data, EBS data, and any computerized or hard copy records maintained by the Contractor documenting performance under this Contract, and require correction of any unsatisfactory conditions noted.
c. Determine the adequacy of the Contractor's QCP and documentation and the overall success of this program. The Government must order improvements, if it determines the program is insufficient or ineffective.

C8.3.2 Obtain tenant satisfaction and EBS survey information and require improvements in service based on such information to the extent such results correlate with deficiencies in Contract requirements.

C8.3.3 Conduct physical inspections of facility equipment and systems, including programs and files maintained on computers in Contractor onsite offices and work areas, and require correction of deficiencies noted.

C8.3.4 Perform inspections with Government personnel or independent third-party inspectors.

C8.4 Acceptable Performance Levels

The following table identifies the Acceptable Performance Levels (APLs) for services required for Preventive and Remedial Maintenance as defined in this P W S . A **"Minor**" deficiency will be is defined as an error, occurrence, or actions that do not impact material support, (e.g., administrative, filing, typographical, e t c .) . A **"Significant**" error is defined as an error, occurrence, or action that results in a delay or re-works impacting material support.

C8.5 Quality Assurance Surveillance Plan (QASP)

The Government will evaluate the Contractor's performance IAW ATTACHMENT 5 – QUALITY ASSURANCE SURVAILENCE PLAN prepared by the Government. The Contractor's performance must adhere to the metrics in the PWS Performance Requirements Summary (PRS) (see attachment in IDIQ PWS). Contractor compliance with the performance standards will be tallied for Contractor Performance Assessment Reporting System (CPARS) reporting periods and the results of the data will be used to substantiate objective CPARS ratings of Contractor performance. Contractor's failure to meet or to demonstrate an attempt to meet performance metrics may result in the Government not exercising optional option year periods.

C.9 SITE REQUIRMENTS

C9.1 Installation Security

C9.1.1 Contractor Security Regulations and Conduct

The Contractor or any visitors of the Contractor entering DoD locations to perform contract requirements must abide by all security regulations and may be subject to security inspections. Contractor personnel and property must be subject to search and seizure upon entering, while on, and upon leaving the DoD locations pursuant to regulatory guidance.

C9.1.2 Criminal Incident Reporting

The Contractor must report immediately to the KO or designee any suspected, alleged, or actual criminal incidents IAW DLAI 5105 Reporting of Criminal Incidents.

C9.1.3 Contractor Control Access.

The Contractor must control access by locking or unlocking the areas or facilities used by the Contractor in the performance of the contract requirements. The Contractor must lock all overhead doors, cages, vaults, warehouse doors, windows, and other areas for reasons of internal security before leaving an area unattended and prior to the conclusion of any working day.

C9.1.4 Physical Security Reporting and Working Groups.

Upon request of the KO or designee, the Contractor must prepare and provide reports to update progress on all recommended corrective actions stemming from Government inspections or assessments conducted at the site (i.e., Security Program Review (SPR), OPSEC/INFOSEC inspections, Vulnerability Assessments (VA), DoD and DLA regulations or policies etc.)

C9.1.5 Physical Security Requirements

The contractor and all associated sub-contractor's employees must comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor must also provide all information required for background checks to meet installation access requirements to be accomplished by the Security Office. The contractor workforce must comply with all personal identity verification requirements as directed by DOD, DLA and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes. All Contractor personnel must always conduct themselves IAW acceptable business decorum. The Contractor must remove any individual from the site whose continued presence or employment on this contract is deemed by the KO or designee to be contrary to the public interest, adversely affect health, morale, welfare, or good order and discipline on the installation, or is inconsistent with the best interests of national security. IAW USC Title 18, Crimes and Criminal Procedure, Part I, Crimes, Chapter 67, Military and Navy, Section 1382, the Installation Commander has the authority to bar individuals from the host installation.

C9.1.6 Building Security

The Contractor must be responsible for safeguarding all Government property provided for Contractor use. At the close of each work period, Government facilities, equipment and materials must be secured.

C9.1.7 Vehicle Operation

C9.1.7.1 Driving on Center

Contractor must obey all speed limits and traffic signs. Speed limit on Center is 25 MPH unless otherwise posted. Seatbelt usage is required on Center. Children must be restrained in approved infant/child safety seats appropriate for the child's age and weight in accordance with Ohio Law Radar is used on Center. Disobeying traffic regulations may include a monetary fine, court appearance, or loss of driving privileges. Contractor personnel operating motor vehicles on the installation must have in their possession at all times a valid Driver's License, Vehicle Registration, and proof of insurance.

C9.1.7.2 Cell Phone Restrictions

DoD and DLA Policy restrict cell phone use on Federal property and direct that DoD installations will enforce the prohibition against the use of cellular telephones (without a hands-free device) while operating a motor vehicle within the confines of the installation.

C9.1.7.3 Parking

The Contractor and its employees must abide by host installation parking regulations. Contractor vehicles must be parked only in lots or areas designated by the KO or designee. These areas will be discussed at the post award conference. The KO or designee must also determine if it is necessary for such vehicles to be in other than designated locations, and then make necessary arrangements for additional parking. Vehicles left on Center overnight must be coordinated with the KO or designee. Any vehicle left unattended on Center that contains working materials, tools, and personal items of value must be locked at all times. The Government will not be liable for any lost, stolen or damaged vehicles or items.

C9.1.8 Weapons on Center

No weapon, either on one's person or placed inside a privately-owned vehicle is allowed. If a weapon of any type is found, it will be confiscated and held as evidence. Having unauthorized weapons on Federal property is a felony, and violators will be prosecuted.

C9.1.9 Smoking Policy

Smoking is prohibited within and outside of all buildings on installation, except in designated smoking areas. This applies to existing buildings, buildings under construction and buildings under renovation. Discarding tobacco materials other than into designated tobacco receptacles is considered littering and is subject to fines.

C9.1.10 Key Control

The Contractor must establish and maintain a Key and Lock Control Program as part of their Physical Security SOP, IAW DLAM 5200.08 DLA Physical Security Manual. The Contractor must safeguard keys provided by the Government. The Contractor must designate in writing to the KO or designee a key custodian to manage the key control program by the start of full performance. The contractor must not duplicate keys provided by the Government. The contractor must develop procedures covering key control that must be included in the C8.2 Quality Control Plan. Such procedures must include turn-in of any issued keys by personnel who no longer require access to locked areas.

C9.1.10.1 Lost/Duplicate Key Reporting

The contractor must report any occurrences of lost or duplicate keys/key cards to the KO and the COR (and physical property manager, if applicable) within two (2) hours or the next business day if after hours and to request key or lock(s) replacement. This notification and request for key(s) and lock replacement must be submitted in writing. The total cost of the replacement may be at the contractor's expense.

C9.1.11 Escorted Areas

All contract employees, including subcontractor employees who are not in possession of the appropriate security clearances, must be escorted in areas where they may be exposed to classified and/or sensitive materials and/or sensitive or restricted areas.

C9.1.12 Facility Security Training Requirements

Training listed below can be found at: https://www.mepcom.army.mil/Home/Contractors/

C9.1.12.1 AT Level I Training

All Contractor employees, including subcontractor employees, requiring access to DLA installations, facilities, controlled access areas, or require network access, must complete Antiterrorism (AT) Level I awareness training within 30 calendar days after contract notice to proceed or effective date of incorporation of this requirement into the contract, whichever is applicable. Upon request, the Contractor must submit AT Level I Training Certificates of Completion for each affected Contractor employee and subcontractor employee, to the COR or to the contracting officer (if a COR is not assigned), within 5 calendar days after completion of training by all employees and subcontractor personnel.

C9.1.12.2 iWATCH, Corps Watch or See Something, Say Something Program

The Contractor and all associated subcontractors must brief all employees on the local iWATCH, Corps Watch, or See Something, Say Something program (training standards provided by the requiring activity Antiterrorism Officer). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training must be completed within 30 calendar days of contract notice of proceed and within 30 calendar days of new employees commencing performance with the results reported to the COR NLT 5 calendar days after brief. The Contractor must report immediately to the KO or designee any suspected, alleged, or actual criminal incidents IAW DLAI 5105 Reporting of Criminal Incidents.

C9.1.12.3 OPSEC Training:

All contractor employees and subcontractor employees performing services under this contract will complete Level I OPSEC training within 30 calendar days of employment under this contract. Training must have been completed within the last 12 months and maintained yearly thereafter. The contractor must provide verification of the training to the COR or Contracting Officer upon request.

C9.1.12.4 Cyber Awareness (Information Assurance/Information Technology)

Contractor personnel must be granted access to DoD or other Federal agency government information systems only when required to meet contract performance requirements. All Contractor personnel with access to Government information systems and networks must successfully complete all required Cyber Awareness training as specified in DOD Directive (DODD) 8140.01 and Army Regulation 25-2, Army Cybersecurity. Cyber Awareness training is available at https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf. All required Cyber Awareness training must be taken prior to accessing Government information systems and annually thereafter, for the duration of this contract. Certificates of successful completion, for both initial awareness training and annual refresher training, must be provided to the COR within seven (7) days of award of contract and annually thereafter.

C9.2 Installation Access

Obtain access to Defense Supply Center Columbus through participation in the Defense Biometrics Identification System (DBIDS). No fees are associated with obtaining a DBIDS credential. Contractor personnel may apply for Temporary Passes at the Base Visitor Control Center to access the installation.

C9.2.1 Gate Access

DSCC is accessible through the following gates:

Table 9.2-1 – DSCC Gate Operation

Gate	Hours/Days of Operation
Pedestrian Gate – Broad Street	Normal Business Hours
Truck Gate – James Road	Normal Business Hours
Main Gate – Yearling Road	Normal Business Hours – “Coordinate after-hours access with COR”

C9.2.2 Visitor Control Center (VCC) Information

Address: 401 N Yearling Avenue
Columbus, OH 43213

Building 61

Hours: Monday - Friday: 0615 - 1630
Saturday & Sunday: Closed - All visitors will be processed by DSCC Police.

C9.2.2.1 Registration for DBIDS

Procedure includes:

a. Present a letter or official award document (i.e. DD Form 1155 or SF 1442) from the Contracting Officer, that provides the purpose for access, to the base Visitor Control Center representative.
b. Present valid identification, such as a passport or Real ID Act-compliant state driver's license.
c. Provide completed DSCC Form 2310 to the contracting officer representative to obtain a background check.
d. Upon successful completion of the background check, the Government will complete the DBIDS enrollment process, which includes Contractor employee photo, fingerprints, base restriction and several other assessments.
e. Upon successful completion of the enrollment process, the Contractor employee will be issued a DBIDS credential, and will be allowed to proceed to worksite.

C9.2.2.2 DBIDS Eligibility Requirements

Throughout the length of the contract, the Contractor employee must continue to meet background screen standards. Periodic background screenings are conducted to verify continued DBIDS participation and installation access privileges. DBIDS access privileges will be immediately suspended or revoked if at any time a Contractor employee becomes ineligible. An adjudication process may be initiated when a background screen failure results in disqualification from participation in the DBIDS, and Contractor employee does not agree with the reason for disqualification. The Government is the final authority.

C9.2.2.3 DBIDS Notification Requirements

a. Immediately report instances of lost or stolen badges to the Contracting Officer.
b. Immediately collect DBIDS credentials and notify the Contracting Officer in writing under the following circumstances:
c. An employee has departed the company without having properly returned or surrendered their DBIDS credentials.
d. There is a reasonable basis to conclude that an employee, or former employee, might pose a risk, compromise, or threat to the safety or security of the Installation or anyone therein.

C9.2.3 Temporary Passes

All contractor personnel to DSCC that do not possess a Department of Defense (DoD) identification card must be processed through the Visitor Control Center for a temporary pass up to one week. Visitors will be registered in the Defense Biometric Identification System Pre-

Enrollment website and the Visitor Notification System (VNS). Any CAC or Uniformed Services ID holder can sponsor a visitor for access. Unescorted visitors must use the DBIDS pre-enrollment website and enter their information. Each individual must print or download the confirmation which contains a six-digit number and send a copy of the confirmation to the sponsor (DoD CAC holder) and have it in their possession upon entering the installation. Sponsors will then register the visitors they sponsor by using the VNS enrollment module (CAC enabled). Visitors must present a valid state photo ID at time of entry. After verifying that the visitor is sponsored and a police records check is favorably completed, the visitor will be issued a DBIDS visitor pass. This pass is to be retained by the visitor at all times while on DSCC. At the end of your visit, visitors may destroy the visitor pass. It is not necessary to return it to the Visitors Control Center. Contractor personnel applying for temporary passes are subject to daily mandatory vehicle inspection, and will have limited access to the installation. The Government is not responsible for any cost or lost time associated with obtaining temporary passes.

DBIDS Pre-enrollment site: https://dbids-global-enroll.dmdc.mil/preenrollui/#!/

C9.3 Service Interruptions

C9.3.1 Planned Interruption

Prior to scheduling an outage, the Contractor shall coordinate in writing all scheduled outages or interruption of utility services with the occupants of the activities/organizations associated with the buildings/areas where the outages will occur and the KO or designee. Scheduling for interruption and shutdown of services must be submitted in writing to the Contracting Officer or their authorized representative no less than fifteen (15) days prior to date of all proposed interruptions. A scheduled outage may be required under unusual circumstances, with less than fifteen (15) days' notice, but a minimum notice of three (3) working days must be provided for the Contractor and KO or designee to review coordination and switching requirements.

The request must give the following information:

a. Nature of utility or system (boiler, chiller, water, electrical, gas, etc.)
b. Size of line and location.
c. Buildings, Services, and Equipment Affected.
d. Hours, date and estimated length of time of interruption.

C9.3.2 Unplanned Interruption

In the event of an unscheduled utility interruption, the Contractor shall provide a verbal report to the KO or designee as soon as possible during normal business hours (0630-1600 Monday through Friday), but NLT one (1) hour after utility disruption began. If the outage occurs after business hours, the KO or designee shall be notified within one (1) hour at the start of the following business day. The Contractor shall provide status reports to the KO or designee on the latest conditions of the affected systems and a projection of when service will be returned. The Contractor shall provide the suspected cause, affected facilities, and approximate service restoration time. In the event of a power failure, the Contractor shall contact and coordinate all work through the local power utility company system's operator, check substations to confirm loss of power condition (total power failure, partial power failure, or single-phase condition), and check backup generators for proper operation. The Contractor shall perform all tests necessary to troubleshoot, make repairs, and restore power.

C9.3.2.1 Potable Water Service Interruption

If an emergency outage requires discontinuation of potable water service, the Contractor shall notify the KO or designee and all activities involved within one (1) hour after learning of the disruption. The Contractor shall notify the Fire Department immediately when any section of the potable water distribution system is out of service and when the system has been returned to normal service.

C9.4 Safety Requirements

C9.4.1 Safety Program

Contractors must comply with all Department of Labor and OSHA Rules, Regulations, 29 CFR 1910 (General Industries) or 1926 (Construction), whichever is applicable and with all applicable National Consensus Starts (Incorporated by Reference). Contractors must follow the safety requirements of EM 385-1-1, appropriate safety standards established by National Electric Code, National Fire Code, the State of Ohio, DLA or other safety requirements as established. The Contractor must immediately correct or mitigate any recognized safety hazard. The Contractor must notify the COR, other designated Government representative, or appropriate authority if applicable.

C9.4.1.1 Safety Plan

The Contractor must assure that an up-to-date Safety Plan is available at the job site. The Safety Plan must identify each major type of work (for example: plumbing, electrical, demolition, equipment installation, equipment maintenance) or where a subcontractor or work classification is to perform work. For each type of work the contractor must prepare an Activity Hazard Analysis (AHA). Contractor is responsible for obtaining any permits required for performance of the work (Hot Work, Confined Space, Dig Permit, etc.). The safety plan must be submitted to the CO or their designee for review and approval 30 days after NTP. A company safety manual or similar document is not acceptable as a Job/Site Safety Plan. By approving the plan, DLA assumes no responsibility for the Contractor's occupational safety and health program.

C9.4.2 Facility Hazards and Accidents

C9.4.2.1 Hazards

The Contractor is responsible for ensuring safe working conditions and identifying hazards that exist in the work environment. The Contractor must ensure that all signs, equipment, machinery, and hazards are marked or painted to identify the hazard. The colors and markings used must conform to OSHA regulations specified at 29 CFR 1910.144 (Safety Color Code for Marking Physical Hazards), ANSI A13-1 and other State and Local statutes as applicable. When the Contractor identifies any hazardous work condition, regardless of cause, the Contractor he is responsible for protecting its employees from that hazard and correcting hazards under its control. Hazards not under the control of the Contractor, as well as all hazards that present an imminent danger, must be reported immediately to the KO or COR.

C9.4.2.1.1 Operating Equipment and Tools

The Contractor must ensure that all operating equipment and tools have guards which conform to the provisions of OSHA regulations specified at 29 CFR 1910, Subparts O and P.

C9.4.2.2 Accident Reports

The Contractor must comply with Operational Safety and Health Administration (OSHA) for record keeping and reporting of all accidents resulting in death, injury, occupational disease, or adverse environmental impact. The Contractor must immediately notify and provide copies of all accident reports to OSHA and to the KO.

C9.4.3 Electrical Safety

The Contractor must comply with National Fire Protection Association (NFPA) 70: National Electrical Code NEC) and NFPA 70E: Standard for Electrical Safety in the Workplace, when working on or around electrical equipment or systems or switchgear equipment. Electrical work must be performed by qualified personnel with verifiable credentials who are familiar with applicable code requirements. Verifiable credentials consist of State, National and Local Certifications or Licenses that a Master or Journeyman Electrician may hold, depending on work being performed, and must be identified in the appropriate AHA. Journeyman/Apprentice ratio must be in accordance with State and Local requirements applicable to where work is being performed. The Contractor must ensure that any and all areas restricted to qualified personnel are secured and properly labeled.

C9.4.3.1 Lock Out/Tag Out Procedures

Where specific written procedures for Lock Out Tag Out are required per 1910.147 the contractor shall develop those written procedures to the government for review as part of the Safety Plan days prior to work commencing. Procedures developed on site due to existing conditions will be routed to the KO and COR for review prior to work commencing.

C9.4.4 Fall Protection

The contractor must develop and implement specific fall protection procedures for work on roofs, equipment, and other areas at elevation. The contractor must ensure fall protection equipment is provided to their employees and that employees are adequately trained. Fall protection considerations must be included in the Job Safety Plan.

C9.4.5 Confined Space Entry

All Confined Spaces must be evaluated by qualified personnel and determined whether the confined space is permit-required. Results of atmospheric testing shall be provided to the government via the KO and the COR. Once determined to be permit-required the contractor is responsible for obtaining and maintaining the permit. Confined space entry must comply with Section 34 of EM 385-1-1, OSHA 29 CFR 1926, OSHA 29 CFR 1910, OSHA 29 CFR 1910.146, and OSHA Directive CPL 2.100.

C9.4.6 Labeling and Signage

The Contractor must maintain the labeling of existing equipment, pipes, storage areas, containers, confined space, and workspaces as well as associated signage, in accordance with OSHA standards to ensure labels are visible and easily readable. Any equipment, pipes, and other materials, newly installed by the Contractor that require labeling and signage per OSHA standards must be labeled immediately upon completion of the installation and maintained throughout the Contract period.

C9.5 Environmental Requirements

The Contractor must comply with the current Federal, State, and Local laws and Regulations related to building management and must include, but not be limited to proper permitting, inspection, testing, personnel safety, control and management of hazardous substances, certification, licensing, and record keeping which includes materials and associated systems used or removed in the performance of this Contract. All environmental protection matters must be coordinated with the Government Representative. If environmental laws/regulations change during the term of this contract, the contractor is required to comply as such laws come into effect.

C9.5.1 Environmental Protection Plan (EPP)

The purpose of the EPP is to present an overview of known or potential environmental issues that must be considered and addressed during construction. Incorporate construction related objectives and targets from the installation's EMS into the EPP. Include in the EPP measures for protecting natural and cultural resources, required reports, and other measures to be taken. Meet with the Contracting Officer or Contracting Officer Representative to discuss the EPP and develop a mutual understanding relative to the details for environmental protection including measures for protecting natural resources, required reports, and other measures to be taken. Submit the EPP within thirty (30) days after NTP. Revise the EPP throughout the project to include any reporting requirements, changes in site conditions, or contract modifications that change the project scope of work in a way that could have an environmental impact. No requirement in this section will relieve the Contractor of any applicable federal, state, and local environmental protection laws and regulations. During Construction, identify, implement, and submit for approval any additional requirements to be included in the EPP. Maintain the current version onsite.

C9.5.2 Environmental Brief

The Contractor must attend an environmental brief to be included in the project kick off meeting. Provide the following information: types, quantities, and use of hazardous materials that will be brought onto the Installation; and types and quantities of wastes/wastewater that may be generated during the Contract; an inventory of equipment to be utilized, which includes make, model, fuel type, and expected hours of operation for each. Prior to initiating any work on site, meet with the KO or designee and Installation Environmental Office to discuss the proposed Environmental Protection Plan (EPP). Develop a mutual understanding relative to the details of environmental protection, including measures for protecting natural and cultural resources, required reports, required permits, permit requirements (such as mitigation measures), and other measures to be taken.

C9.5.3 Environmental Coordinator

Appoint, in writing, an Environmental Coordinator for the project site. The Environmental Manager is directly responsible for coordinating contractor compliance with federal, state, local, and installation requirements. The Environmental Coordinator must ensure compliance with Hazardous Waste Program requirements (including hazardous waste handling, storage, manifesting, and disposal); implement the EPP; ensure environmental permits are obtained, maintained, and closed out; ensure compliance with Storm Water Program requirements; ensure compliance with Hazardous Materials (storage, handling, and reporting) requirements; ensure compliance with 81 FR 30429 and coordinate any remediation of regulated substances

(lead, asbestos, PCB transformers). This can be a collateral position; however, the person in this position must be trained to adequately accomplish the following duties: ensure waste segregation and storage compatibility requirements are met; inspect and manage Satellite Accumulation Areas; ensure only authorized personnel add wastes to containers; ensure Contractor personnel are trained in 40 CFR requirements in accordance with their position requirements; coordinate removal of waste containers; and maintain the Environmental Records binder and required documentation, including environmental permits compliance and close-out. Submit Environmental Manager Qualifications to the KO within thirty (30) days of NTP.

C9.5.4 Refrigerants

The Contractor will closely monitor the refrigerant inventory, monitoring refrigerant additions to assets, establishing leak rates, performing leak inspections, and recording all data and findings in EBS and templates as provided. Manage all refrigerants in accordance with 40 CFR 82 requirements. Technicians must be certified, maintain copies of certification on site, use certified equipment and log work that requires the addition or removal of refrigerant. Any refrigerant reclaimed is the property of the Government, coordinate with the Installation Environmental Office to determine the appropriate turn in location. Repair any leaks within 30 days.

C9.5.4.1 Mission Critical Refrigerants

Any of the following refrigerants are considered “mission critical” by The Defense Logistics Agency (DLA) and, if removed from equipment, ownership must be retained by the U.S. Government, for return to DLA Richmond at the following address:

Defense Depot Richmond VA (DDRV)
SW0400
Cylinder Operations
00 Jefferson Davis Highway
Richmond, VA 23297-5900

ODS
- CFC’s: R11, R12, R114, R500 and R502
- HCFC: R22
- Halon: 1202, 1211, 1301 and 2402
- Precision Cleaning Solvents: 1,1,1 and 113

HFCs
- R125, R134a, R227ea, R236fa, R404a, R407a, R407c, R410a, R417a, R438a, and R507a

C9.5.5 Refrigerant Leak Rates

Refrigerant leak rates need to be recorded, per EPA regulations. The following would be applicable and should be added as requirements for industrial process refrigeration (IPR) containing 50 pounds or more of an ozone-depleting refrigerant. (These regulations do not apply to appliances containing solely substitute refrigerant such as HFCs):

C9.5.5.1 Leak Rate Calculations

The Contractor must calculate the leak rate every time ozone-depleting refrigerant is added to an appliance, unless the addition is made immediately following a retrofit, installation of a new appliance, or qualifies as a seasonal variance.

C9.5.5.2 Appliance Repair

The Contractor must identify and repair leaks that exceed 30% for IPR, 20% for commercial refrigeration, and 10% for comfort cooling and other appliances within 30 days of when the ozone-depleting refrigerant is added. Leaks must be repaired such that the leak rate is brought below the applicable leak rate. The Contractor must perform and document both an initial and follow-up verification test of leak repairs for appliances that exceed the applicable leak rate. An initial verification test must be performed before any additional refrigerant is added to the appliance. A follow-up verification test must be performed only after the appliance has returned to normal operating characteristics and conditions. There is no minimum timeframe. Some refrigerants are exempt from the refrigerant management requirements. Examples include carbon dioxide, nitrogen, and water. For a full list of exempt refrigerants, see 40 CFR § 82.154(a).

C9.5.5.3 Verification Test

The verification tests must demonstrate that leaks were successfully repaired. If either the initial or follow-up verification test indicates that repairs were not successful, owners/operators may conduct as many additional repairs and verification tests as needed within the 30-day repair period. Owners/operators of IPR, commercial refrigeration, and comfort cooling equipment may request limited extensions to the 30-day repair deadline (120 days if an industrial process shutdown is required). If the Contractor fails to bring the leak rate below the threshold leak rate, the Contractor must create and implement a retrofit or retirement plan; in coordination with the COR and DPW Environmental Divisions.

C9.5.5.4 Leak Inspections

The Contractor must conduct leak inspections for appliances that have exceeded the applicable leak rate, according to the schedule, below. Leak inspections must be conducted by a Section 608-certified technician. All visible and accessible components of an appliance must be inspected.

C9.5.5.5 Leak Inspection Requirements

Quarterly or annual leak inspections are not required on appliances (or portions of appliances) that are continuously monitored by an automatic leak detection system that is audited and calibrated annually.

a. Industrial Process Equipment (IPR)
    1) >500 pounds: Once every three months until the owner/operator can demonstrate through leak rate calculations that the leak rate has not exceeded 20% (commercial refrigeration) or 30% (IPR) for four quarters in a row.

2) 50 to 500 pounds: Once per calendar year until the owner/operator can demonstrate through the leak rate calculations that the leak rate has not exceeded 20% (commercial refrigeration) or 30% (IPR) for one year.

j. Comfort Cooling

1) 50 or more pounds: Once per calendar year until the owner/operator can demonstrate through the leak rate calculations that the leak rate has not exceeded 10% for one year.

C9.5.5.6 Refrigerant Retrofit or Retirement Plans

The Contractor, in coordination with the DSCC Engineering and Environmental Divisions, must create a retrofit or retirement plan within 30 days of an appliance leaking ozone-depleting refrigerant above the applicable leak rate if: the owner/operator intends to retrofit or retire rather than repair the leak; the owner/operator fails to identify and repair the leak; the appliance continues to leak above the applicable leak rate after required repairs and verification tests. The retrofit or retirement must be completed within one year of the plan's date unless granted extra time. The Contractor must repair all identified leaks as part of any retrofit. Some extensions may be available, particularly for IPR.

Retrofit or retirement plans must contain:

a. Identification and location of the appliance
b. Type and full charge of the refrigerant in use
c. Type and full charge of the new refrigerant (if retrofitting)
d. Itemized procedure for converting the appliance to a different refrigerant, including changes required for compatibility with the new refrigerant (if retrofitting)
e. Plan for disposition of recovered refrigerant; plan for disposition of the appliance (if retiring)
f. A schedule for completion within one year.

C9.5.5.6.1 Relief Request

The Contractor may request relief from the obligation to retrofit or retire an appliance if they can establish within 180 days of the plan's date that the appliance no longer exceeds the applicable leak rate and agrees in writing to repair all identified leaks within one year of the plan's date. Coordination with DSCC Environmental is required.

C9.5.5.7 Chronically Leaking Appliances

The Contractor must notify COR/DPW Environmental, so that leak reports can be submitted to the EPA, if any appliance leaks 125% or more of its full charge in one calendar year. This report must describe efforts to identify leaks and repair the appliance.

C9.5.5.8 Recordkeeping and Reporting Requirements

All labels and placards of refrigerant containers and containing-devices must be free of damage, dirt, and grime. Refrigeration units having a calculated leak rate of more than 10% must be immediately reported to COR/Site Environmental Office within five (5) days for internal tracking. Leak rates, for every refrigerant service order, must be calculated by the licensed technician

performing the service, which should thereafter be sent to COR/Site Environmental Office. Refrigerant Logs and Inventory, TE-11, must be submitted to the Environmental Division monthly by the 15th of each month.

The Contractor must maintain hard or electronic copies of:

a. Records documenting the full charge of appliances.
b. Records, such as invoices, showing when service or maintenance is performed, when refrigerant is added to an appliance (or removed, in the case of disposal), when a leak inspection is performed, and when a verification test is conducted.
c. If using an automatic leak detection system, documentation that the system is installed and calibrated annually and records of when the monitoring system identifies a leak and the location of the leak.
d. Retrofit and/or retirement plans.
e. Requests submitted to EPA to extend the repair or retrofit deadlines. The DSCC Environmental Division would submit the actual request to EPA on behalf of the contractor.
f. If a system is mothballed to suspend a deadline, maintain records documenting when the system was mothballed and when it was brought back on-line (i.e., when refrigerant was added back into the appliance).
g. Records to demonstrate a seasonal variance.
h. Reports on appliances that leak 125% or more of the full charge in a calendar year.

C9.5.6 Local Air Quality Management Operating Permits

The Contractor must comply with the operating permit requirements of the Local Air Quality Management District (AQMD) and must ensure operating permits for boilers; generators and other emissions-producing equipment regulated by the local AQMD are up-to-date and have copies available to the CO or designee immediately upon request. In the event of fines or penalties levied by an AQMD, the Contractor must be charged the cost as a performance deduction under the Adjusting Payments clause. The Contractor must submit Emissions Reports within days (5) when required by the regulating entity.

C9.5.6.1 Employee Licenses

Keep copies of all employee required licenses and provide them to the Environmental Division within ten (10) days of NTP. When on-boarding a new employee, send applicable licenses to the Environmental Division prior to executing work.

C9.5.7 Drinking Water

The Contractor must comply with The Safe Drinking Water Act, PL 99-339, as amended, and the Environmental Protection Agency Safe Drinking Water regulations (40 CFR 141.43, Sections A and D), which address the quantity of lead allowable in new installations or repairs to existing drinking water systems and or plumbing. Potable water systems that are repaired, modified, serviced, or breeched in any way must be disinfected, flushed and tested as needed prior to returning the system to service. The contractor is required to comply with all Federal, State, and Local codes in the operation, treatment, and testing of potable water systems.

C9.5.8 Storm Water Management

The Contractor must utilize storm water protection measures when disturbing soil. Contact the KO and Government Representative for an inspection of protection measures prior to disturbing soil.

C9.5.9 Hazardous Waste

The Contractor must ensure that on-site hazardous waste management is compliant with all regulatory accumulation requirements (e.g., hold times, marking/labeling and container management). All Hazardous and Universal Waste Shipping Documentation must be maintained for the life of the contract and a copy provided to the government within five (5) days as requested. DLA Installation Mgt. will be marked as the generator on all shipping papers. Coordinate with the contracting officer for the RCRA number and signature which will be provided by the government. Universal Wastes (i.e., fluorescent lamps, batteries, certain pesticides, and mercury-containing equipment) in quantities subject to Federal and State Universal Waste Rules (40 C.F.R. part 273) must be recycled or disposed of as Hazardous Waste. Preference is given to recycling of intact items. Hazardous Wastes not subject to the Universal Wastes Rule must be managed in accordance with all applicable parts of 40 C.F.R. part 260.

C9.5.9.1 Hazardous Material Management

Address procedures and proper handling of hazardous materials in the EPP, including the appropriate transportation requirements. Do not bring hazardous material onto Government property that does not directly relate to requirements for the performance of this contract. Submit an SDS and estimated quantities to be used for each hazardous material to the Contracting Officer prior to bringing the material on the installation. Typical materials requiring SDS and quantity reporting include, but are not limited to, oil and latex based painting and caulking products, solvents, adhesives, aerosol, and petroleum products. Use hazardous materials in a manner that minimizes the amount of hazardous waste generated. Containers of hazardous materials must have National Fire Protection Association labels or their equivalent and be stored properly. Certify that hazardous materials removed from the site are hazardous materials and do not meet the definition of hazardous waste, in accordance with 40 CFR 261 and state and installation requirements.

C9.5.10 Spills

If the Contractor spills or releases any hazardous substance listed in 40 CFR 302 into the environment, the Contractor or its agent must immediately report the incident to the base fire department or the local emergency response number. The incident must also be reported to the COR/KO and Environmental Division. If the amount released meets or exceeds the reportable quantity as listed in 40 CFR 302, the Environmental Division will make the reporting call unless unavailable for an extended period of time. The liability for the spill or release of such substances rests solely with the Contractor and its agent. A hazardous material control program must be in effect to inform employees of potential hazards if, and when, chemicals are used. The Contractor must maintain Safety Data Sheets (SDS) IAW OSHA 29 CFR 1910.1200 and ensure the information is provided to the employees for review of safety and health information.

C9.6 Fire Protection and Prevention

The Contractor must comply with all safety, National Fire Protection Agency (NFPA) and site fire requirements. The Contractor must be liable for any fire loss to Government property attributable to negligence or willful misconduct of the Contractor or Contractor's employees, including failure to comply with prevention or clarification on fire prevention and protection matters.

C9.6.1 Hot Work/Burn Permits

A Hot Work Permit is required any time heat producing devices are used and must be issued by the Installation Fire Department prior to ANY work being started.

a. Example, welding, grinding, cutting, brazing, etc.
b. Hot Work Permits will be closed by the Fire Department, after hot work is completed, and before personnel responsible for the work clears the job site.

C9.6.2 Fire Alarm Disable Request

Fire alarm disable requests are required 24 hours prior to disable. The Contractor must coordinate with the COR.

C.10 DELIVERABLES

C10.1 Documentation and Records

All documentation, records, and schedules, as described in this PWS, which are the responsibility of the Contractor, are the property of the Government. The Government shall have access to these files at any time upon request. The entire file set shall be turned over to the Government within ten (10) days after completion of the contract. Final payment will not be issued until receipt of the documentation.

Table 10.1-1-Deliverables

Deliverable Name	Reference	Submission Due
Phase in Plan	C4.2.1	30 days after NTP
Outgoing Transition Plan	C4.2.2	60 days before contract end date
Monthly Status Report (MSR)	C4.3.1	15th of Month
Meeting Notes	C4.3.2	5 days after meeting
Tenant Work Notification	C4.4.1	
Customer Support Procedures	C4.4.1.1	30 days after NTP
Manual Operations Contingency Plan	C4.4.2.3	30 days after NTP
Project Management Plan (PMP) Outline	C4.4.5	With Technical Proposal (Pre-Award)
Project Management Plan (PMP)	C4.4.5	60 days after NTP
PMO Logs	C4.4.6.1.1	1 day after PMO completion
Cost Estimates for PWOs	C4.4.8.4	Varies based on requirement (14 days, 7 days, 24 hours) after request
Warranty Program	C4.4.9	15th of Month
	C4.4	15th of Month
Service Contractor Report (SCR)	C4.9	No Later than October 31 of Each Calendar Year
Staffing Plan	C5.1	30 days after NTP; 15 days after the start date of each option period
List of Current Employees	C5.1.1.2	5 days after NTP; 1 day after employee change
Required Contractor Training and Certifications	C5.5	10 days prior to employee starting work
Annual Training Plan	C5.6.1	30 days after NTP; 15 days after the start date of each option period
Key Personnel	C5.8	With Technical Proposal (Pre-Award)
Changes to Key Personnel	C5.8.1	14 days in advance of change
ESPC Adjustments	C7.2	Within 1 day of finding
ESPC Scope Realignment Proposal	C7.2.1.1	Within 30 days of notification
Inventory Assessment	C7.1.2	60 days after NTP

BAS Schedule Report	C7.4.6.3.1	90 days after NTP
Water Treatment Program Plan	C7.4.10.2.1	30 days after NTP
Backflow Annual Testing and Inspections	C7.5.7	Annually as requested by City of Columbus; 30 days for corrections
Quality Control Plan	C8.2	With Proposal; Revised 30 days after NTP
Monthly Quality Control Reports	C8.2.2	Monthly (Included as part of the Monthly Status Report)
Criminal Incident Reporting	C9.1.2	Event-Driven: Immediately upon discovery
Key and Lock Control Program	C9.1.10	Part of Quality Control Plan
Lost/Duplicate Key Reporting	C9.1.10.1	Event-Driven: within two (2) hours or the next business day if after hours
AT Level I Training	C9.1.12.1	30 calendar days of contract notice of proceed and within 30 calendar days of new employee start
iWATCH, Corps Watch or See Something, Say Something Program	C9.1.12.2	30 calendar days of contract notice of proceed and within 30 calendar days of new employee start
OPSEC Training:	C9.1.12.3	Initially 30 calendar days of employment; annually thereafter
Cyber Awareness (Information Assurance/Information Technology)	C9.1.12.4	Initially within 7 days of NTP; annually thereafter
Service Interruptions	C9.3	15 days in advance of outage
Safety Plan	C9.4.1.1	30 days after NTP
Accident Reports	C9.4.2.2	Event Driven: Immediately after incident
Lock Out/Tag Out Procedures	C9.4.3.1	30 days after NTP part of Safety Plan
Environmental Protection Plan (EPP)	C9.5.1	30 days after NTP
Environmental Manager Qualifications	C9.5.3	30 days after NTP
Refrigerant Retrofit or Retirement Plans	C9.5.5.6	Event Driven: 30 days after incident
Refrigerant Logs and	C9.5.5.8	Monthly by the 15th of each month
Emissions Reports	C9.5.6	within 5 days when required by the regulating entity
Employee Licenses	C9.5.6.1	10 days after NTP and after new employee onboarding
Hazardous and Universal Waste Shipping Documentation	C9.5.9	Within five (5) days as requested
Documentation and Records	C10.1	10 days after completion of the contract

ATTACHMENT 1 – TECHNICAL REFERENCES & CODES

References and Codes

In general, all maintenance must be done in accordance with the manufacturer's recommendations, industry standards, and the Systems Operations and Maintenance Manuals (SOMMs). The Contractor must follow applicable UFC, Army Regulations, and NFPA specifications for all tasks, including Federal and Local laws and codes. For Cybersecurity reference Section C.6 CYBERSECURITY REQUIREMENTS. All contracts will use the current versions of these references and incorporate revisions as approved. References include, but are not limited to:

- UFC 1-200-01, DOD Building Code, with Change 2
- UFC 1-200-02, High Performance and Sustainable Building Requirements, with Change 2
- UFC 1-201-01, Non-Permanent DoD Facilities in Support of Military Operations, with Change 3
- UFC 1-201-02, Assessment of Existing Facilities for Use in Military Operations
- UFC 3-401-01, Mechanical Engineering, With Change 1
- UFC 3-410-01, Heating, Ventilating, and Air Conditioning Systems, With Change 8
- UFC 3-410-02, Direct Digital Control for HVAC and Other Building Control Systems, With Change 2
- UFC 3-430-07, Operations and Maintenance: Inspection and Certification of Boilers and Unfired Pressure Vessels, With Change 5
- UFC 3-501-1, Electrical Engineering
- UFC 3-560-01, Electrical Safety
- UFC 3-600-01, Fire Protection Engineering with change 6
- UFC 4-010-01, Minimum Antiterrorism Standards for Buildings, with Change 1
- UFC 4-010-06, Cybersecurity of Facility Related Control Systems, with Change 1
- UFC 4-440-01, Warehouses and Storage Facilities, With Change 1
- UFC 4-610-01, Administrative Facilities, With Change 1
- UFGS 01 91 00.15 Building Commissioning
- UFGS 01 91 00.15 20 Total Building Commissioning Feb 2021
- UFGS 23 09 13 Instrumentation and Control Devices for HVAC
- UFGS 25 08 11.00 20 Facility Related Control Systems
- NFPA 58, Liquefied Petroleum Gas Code
- NFPA 54, National Fuel Gas Code
- NFPA 70, National Electrical Code
- NFPA 70B, Standard for Electrical Equipment Maintenance

- NFPA 70E, Standard for Electrical Safety in the Workplace
- NFPA 90A, Standard for Installation of Air Conditioning and Ventilation Systems
- NFPA 90B, Standard for the Installation of Warm Air Heating and Air-Conditioning Systems
- NFPA 92, Standard for Smoke Control Systems
- NFPA 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations
- NFPA 101, Life Safety Code
- NFPA 204, Standard for Smoke and Heat Venting
- Army Regulation AR 420-1, Rapid Action Revision 24 August 2012
- EM 385-1-1, Safety and Health Requirements Manual
- DLAI 4170.11, Energy and Water Resource Management
- ASHRAE Standard 90.1, current version as of award of contract
- ASHRAE Standard 55 Thermal Environment
- ASHRAE Standard 62.1 Ventilation
- ASHRAE Standard 180 HVAC inspection

In addition to the UFC, Army Regulations, and NFPA requirements listed above, the Contractor must follow current Industry Standards where applicable. All contracts will use the current versions of these references and incorporate revisions as approved. References include, but are not limited to:

- Manufacturer's Equipment Specific Maintenance Guidance
- Manufacturer's Installation Guidance
- Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems - ANSI/ASHRAE/ACCA Standard 180
- International Property Maintenance Code (IPMC)
- ASCE/SEI 7, Minimum Design Loads and Associated Criteria for Buildings and Other Structures.

ATTACHMENT 2 – CAC PROCEDURES

DLAM 1000.13
APPENDIX 1 PWS ENCLOSURE 3: CONTRACTOR INSTRUCTIONS

Performance under this contract may require the contractor to obtain a Common Access Card (CAC). If CACs are issued under this contract, the contractor will complete and comply with the following steps to obtain, control, and turn-in Government-issued CACs, as well as establish procedures to control and account for contractor CACs at all times. This process is only for the issuance and accountability of CACs. Contractors may be required to provide additional forms and follow additional procedures for other forms of access and/or background/security checks depending on local site/installation requirements.

Common Access Card (CAC) Procedures

1. The contractor has each contractor employee requiring a CAC complete DLAH Form 1728 in accordance with Enclosure 3; 2a. Note: Contractors do not complete blocks 11, 14, 15.a. or 15.b.; these are completed by the COR.
2. The contractor hand carries the DLAH 1728 form(s) or sends via secure mail, or encrypted email to (NOTE: The contractor may forward these forms individually or as a group to):

   a. The Contracting Officer's Representative (COR) for the contract if a COR was designated.
   b. The Contracting Officer (KO) for the contract if no COR was designated.

3. Each contractor employee must verify their account information upon receipt of an email from the Government containing a username and password for the Trusted Associate Sponsorship System (TASS). The web link for TASS is included in the email.

4. Each contractor employee will receive an email via TASS when their account has been approved. The email will notify the employee to obtain a government-issued CAC from the nearest Real-Time Automated Personnel Identification System (RAPIDS) office. The email will also provide a link that identifies the locations of RAPIDS offices.

5. Each contractor employee will obtain their issued CAC from the RAPIDS office.

6. The contractor, within one business day of issuance, provides written notice via email to the COR (or the KO, if no COR was designated) for each contractor CAC issued identifying the contractor employee's name, the date of issuance, and the date of expiration of the CAC. This notification may be made individually for each contractor employee or together for a group of contractor employees. Note: This requirement is not applicable when the same is person is performing both COR and TA roles.

7. The contractor always establishes procedures to control and account for Government-issued contractor CACs - to include the following:

   a. Ensure contractor CACs issued for this contract are only used for the purpose of performing under this contract.

b. Ensure contractor CACs are secured in a manner that precludes unauthorized use and that recognizes the CAC is the property of the U.S. Government.

c. Ensure contractor employees do not abuse or place holes in their CACs.

d. Ensure contractor employees do not display their CACs in public.

8. If a contractor CAC is lost or stolen:

a. The contractor employee will immediately notify the contractor that the contractor CAC has been lost or stolen.

k. The contractor will immediately notify the COR (or the KO, if no COR was designated), detailing the circumstances regarding the lost or stolen contractor CAC, as follows:

1) Face-to-face, followed within one business day by a written notice via email, or
2) In writing, via email, or
3) By telephone, followed within one business day by a written notice via email.

l. The contractor will report the lost or stolen CAC card to the local DLA Police/host installation police, who will provide the contractor a police report. If there are no local DLA Police/host installation police, or no police report is provided, the contractor will provide information to the COR/KO, as applicable, detailing the circumstances of how the CAC was lost or stolen. The COR/KO will provide a memorandum for the contractor employee to support issuance of new CAC.

m. The contractor has the contractor employee bring the report/memorandum to the nearest RAPIDS office. If the CAC can be reissued within 24 hours, bring the report/memorandum to the nearest CAC office for reissue. If the CAC cannot be reissued in 24 hours, follow the steps for a new CAC, beginning at Step 1.

9. If the expiration date for a contractor CAC is before the completion of the contract and the contractor employee is to continue working under the contract and still requires a CAC, the contractor:

a. Notifies the COR as follows:

1) Face-to-face, followed within one business day by a written notice via email, or
2) In writing, via email, or
3) By telephone, followed within one business day by a written notice via email.

n. No less than 10 business days before the current CAC's expiration date, completes and complies with the steps above beginning with Step 2 for issuance of a new contractor CAC for the employee.

o. Brings the expiring CAC to the RAPIDS office for turn-in and receives new CAC.

p. Notifies the COR once a new CAC has been issued.

10. The contractor/contractor employee turns in any found CACs immediately, via hand carry, to the nearest Federal law enforcement office.

11. The contractor immediately collects all contractor CAC(s) from the contractor employee(s) at:

a. Contract completion or termination
b. Termination/Reassignment of an employee (this includes any reason the employee is no longer working for the contractor under the contract or otherwise no longer requires a CAC).

12. For contract completion or termination – within one business day after collecting the contractor CAC(s), arranges for turn-in via one of the below methods:

a. The contractor:

1) If the COR/KO is co-located or near enough that in-person transfer of CACs can be arranged, the contractor:

i. Arranges to meet the COR (or the KO, if no COR was designated) to turn-in the collected contractor CAC(s).
ii. Hand-carries all collected contractor CACs for turn-in to meet the COR (or the KO, if no COR was designated).
iii. Completes and signs the Government-Issued Contractor CAC Turn-In Receipt with the COR (or the KO if no COR was designated). The contractor is provided a copy of the receipt.

2) If in-person transfer of CAC cannot be arranged, the contractor:

i. Sends, via certified mail, the CACs to the COR/KO. The contractor includes in the package the Government-Issued Contractor CAC Turn-In Receipt, with signed acknowledgement of contractor turn-in.
ii. Notifies COR/KO that CACs have been sent via certified mail.
iii. Receives a completed copy of the receipt from the COR/KO once the COR/KO has received the CACs.

13. For termination/reassignment of an employee:

a. Immediately notifies the COR (or the KO, if no COR was designated) that the employee is no longer working for the contractor under the contract or otherwise no longer requires a CAC, as follows:

1) Face-to-face, followed within one business day by a written notice via email, or
2) In writing, via email, or
3) By telephone, followed within one business day by a written notice via email.

q. Follows the turn-in procedures above for contract completion or termination, as applicable.

14. Contractor Reporting Requirements: The contractor is required to submit, monthly, to the COR (or the KO, if no COR was designated) a report of all employees working on the contract who have been issued CAC cards and a verification of whether each listed employee still requires a CAC. The report must note where changes have occurred (additions or deletions) since the previous month. Contractor employees who already have a CAC related to another DLA or DoD contract must be included in the monthly report. Contractor will note the issuing organization and the CAC expiration date. Contractor is still responsible for notifying the COR/KO when the individual is no longer working under the subject contract.

15. The above procedures have been established as a DLA security measure. Contractors advised that failure to comply with any of the above requirements will be considered a violation of the terms and conditions of the contract and the Contracting Officer may take action to remedy such violations. Specifically, failure to safeguard, follow these procedures, including reporting requirements, or turn-in CACs within the established timeframes may result in the following actions, which are in addition to other actions the Contracting Officer may take under governing law and regulation and the terms and conditions of the contract:

a. Immediate work stoppage (issuance of a stop work order), not to be lifted until resolution of CAC issue

r. Disapproval of invoices and delay of payment

s. Withholding of final payment (in accordance with FAR 52.204-9)

t. Documentation of CAC Non-Compliance in the Contractor Performance Assessment Reporting System (CPARS).

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ATTACHMENT 3 – TECHNICAL EXHIBIT LIST

TECHNICAL EXHIBIT 01 – DLA HQC SITE MAP
TECHNICAL EXHIBIT 02 – BUILDING LIST
TECHNICAL EXHIBIT 03 – EQUIPMENT LIST
TECHNICAL EXHIBIT 04 – HVAC PM LIST
TECHNICAL EXHIBIT 05 – PLUMBING PM LIST
TECHNICAL EXHIBIT 06 – KITCHEN EQUIPMENT PM LIST
TECHNICAL EXHIBIT 07 – LEGACY DEMAND MAINTENANCE DATA
TECHNICAL EXHIBIT 08 – BAS SCHEDULE REPORT
TECHNICAL EXHIBIT 09 – MONTHLY REPORT TEMPLATE
TECHNICAL EXHIBIT 10 – EBS REFERENCE GUIDE
TECHNICAL EXHIBIT 11 – REFRIGERANT REPORT
TECHNICAL EXHIBIT 12 – BACKFLOW PREVENTER LIST
TECHNICAL EXHIBIT 13 – GREASE TRAPS, OWS AND DRAINS LIST
TECHNICAL EXHIBIT 14 – COMMERCIAL KITCHEN EXHAUST HOOD & DUCT CERTIFICATION AND INSPECTION PROCEDURES
TECHNICAL EXHIBIT 15 – KITCHEN HOOD/EXHAUST CLEANING PM LIST
TECHNICAL EXHIBIT 16 – BUILDING 20 KITCHEN EQUIPMENT LIST
TECHNICAL EXHIBIT 17 – BUILDING 20 PLUMBING FIXTURE LIST

ATTACHMENT 4 – DOCUMENTATION OF SERVICE FORM

DOCUMENTATION OF SERVICE TO REFRIGERATION OR COMFORT COOLING EQUIPMENT

Date of service		Equipment Description	
Technician		Manufacturer	
Job/Work Order		Model No.	
Equipment Owner		Serial No.	
Bldg No.		Refrigerant Type	
Equipment Location (roof, eastside, room #)		Full refrigerant charge (lbs)	
Type of service (repair, maintenance, upgrade)			
Type of repair (cause, solution, parts replaced)			
Refrigerant added (lbs)		Date leak discovered	
Refrigerant removed (lbs)		Date leak repaired	
Refrigerant leaked (lbs)		Date of initial leak repair verification test	
Leak rate (%)		Date of follow-up leak repair verification test	
Annualized leak rate calculation	*refrigerant added (lbs) / refrigerant in full charge (lbs)* X *365 days/yr / shorter of: # days since refrigerant last added or 365 days* X 100% =		
Rolling Average leak rate calculation	*refrigerant added over past 365 days (lbs) [or since leaks were last repaired if period < 1 year] / refrigerant in full charge (lbs)* X 100% =		

Recordkeeping Template for Refrigeration or Comfort Cooling Equipment

ATTACHMENT 5 – QUALITY ASSURANCE SURVAILENCE PLAN

1.0 PURPOSE

The purpose of this document is to provide guidance on administering the subject contract such that the best possible quality in performance can be assured through appropriate surveillance and addressing of any performance failures as appropriate.
The contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is quality assurance to ensure contract standards are achieved. It is also used for assessing contractor's overall performance, both the good and the bad, which will be used to determine future contract actions with a company (e.g. exercising of options, determining contractor responsibility, and past performance for future awards).

2.0 SURVEILLANCE PROCEDURES

The Government may inspect and evaluate the Contractor's performance to ensure Services are received in accordance with requirements in this contract. The Government will use the Contractor's work schedule to record validation results. Results of the validation then become the official Government record of the Contractor's performance. When a performance threshold has not been met or Contractor performance has not been accomplished, the Government will initiate a Contract Discrepancy Report (CDR) for issuance to the Contractor. The Contractor shall respond to the Contract Officer Representative (COR) or designee within 10 calendar days of receipt.

2.1 Periodic Validations

The government will evaluate the contractor's work on a scheduled basis during performance of the Service. Any unsatisfactory inspection (defect) result shall be recorded, and the Contractor shall re-perform the service within 24 hours of notification or a mutually acceptable time frame.

2.2 Customer Feedback

The Government will receive and investigate customer feedback. The Government will be responsible for initially validating customer feedback. The COR shall make final determination of the validity of customer feedback in cases of disagreement with the COR designee and the Contractor. For validated customer complaints of inadequate Service as stated in the Contract, the Contractor shall provide a written corrective action plan within 48 hours of notification.

2.3 Documenting Surveillance.

All documentation resulting from surveillance must be made part of the contract file.

2.3.1 Progress Meetings.

The COR or designees, and the Contractor shall periodically meet to discuss the Contractor's performance. The following issues shall be discussed; opportunities to improve the contract, any modifications required of the contract, unsatisfactory inspections and valid customer complaints against each performance objective observed and steps taken by the Contractor to prevent occurrences in the future.

Contractor may be asked to provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends. The minutes of these meetings will be prepared in writing by the COR or designee and any other signatures as deemed appropriate, distributed to the functional area Leads, COR and the Contractor. Should the Contractor not concur with the minutes, the Contractor shall provide a written notification to the COR and Contracting Office identifying areas of non-concurrence for resolution.

3.0 SURVEILLANCE PLAN SUMMARY

The Surveillance Plan Summary is the list of performance objectives and standards that must be performed by the contractor. This details the method of surveillance the COR will use to validate and inspect these performance elements. Inspection of each element will be documented in the COR file.

3.1 Deliverable

Services received as stated and in accordance with this contract.

3.2 Standard

Specific to the requirements as stated in the contract.

3.3 Measurement Universe

Satisfactory completion of all corrections defined as discrepancies during surveillance.

3.4 Acceptable Performance Metric

Successful performance of equipment, facility or related product identified in the Service contract consistent with normal operational features of the item and to the satisfaction of the COR or designee. This will include any training if identified in the contract.

4.0 PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.
The Performance Requirements Summary Table includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Table 1 – Performance Requirements Summary

Performance Objective(s)	Task(s)	PWS Section(s)	Acceptable Quality Level (AQL)	Method of Surveillance

Priority 1 (Emergency) Demand Maintenance Order Completion	Complete 100% of Emergency DMOs within twenty-four (24) hours unless priority is downgraded.	C4.4.7.1.1	No more than zero (0) defects per month.	100% Inspection
Priority 2 (Urgent) Demand Maintenance Order Completion	Complete all Priority 2 DMOs within seven (7) calendar days	C4.4.7.1.2	Meet timeframes for 95% of all service calls per month.	Random Sample
Priority 3 (Routine) Demand Maintenance Order Completion	Complete all Priority 3 DMOs within thirty (30) calendar days	C4.4.7.1.3	Meet timeframes for 95% of all service calls per month.	Random Sample
Deman Maintenance Order Standards	The Contractor shall follow manufacturer's instructions for repair or installation. If manufacturer's instructions are not available, the Contractor shall follow industry standards and codes. The Contractor shall provide an industry standard warranty for workmanship.	C4.4.7	100% Compliance	Random Sampling, Customer Complaints, or equipment failure

PMO Completion	Execute PMO tasks scheduled for the month within scheduled timeframes	C4.4.6	95%. No more than 5% of the scheduled PM work requests are not complete in the month scheduled	Random Sample of EBS Reports and Field Inspections
PMO Standards	The Contractor shall complete PMO to the standards specified in this PWS (e.g., industry standard, manufacturer's recommendations, steps in EBS)	C4.4.6	100% compliance	Random Sampling, Customer Complaints, or equipment failure
Staffing Plan	Accurate reports are delivered within two business days of significant changes	C5.1	95% of reports are timely and accurate	100% Inspection
Employee Certifications	The Contractor shall ensure that the licenses or certificates and training of Contractor personnel are kept current. Copies of these licenses or certifications will be provided to the COR/ACOR.	C5.5	Requirement met 99% of the time	100 Percent Inspection of copies of these licenses or certifications

Project Manager or Alternate Availability	Project Manager or Alternate are available on-site during duty hours and telephonically 24/7/365	C5.8.2	Available 99% of the time	100% daily and verification/confirmation by the COR
ESPC Reporting	Any adjustments to operations that may jeopardize the energy savings realized by the government in accordance with the ESPC must be submitted to the COR in writing within 1 business day. The contractor must report all known or potential O&M impacts to ESPC equipment and/or ECMs.	C7.2	99% of reports are timely and accurate	Review of correspondence and documentation.

5.0 ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

5.1 Project Manager (PM) / Designee

While the PM/FSM may serve as a direct conduit to provide Government guidance and feedback to the Contractor on technical matters, they are not empowered to make any contractual commitments or any contract changes on the government's behalf.

Assigned PM: Kent Klingler
Organization: DLA Installation Management
Telephone: (614) 693-1024
Email: Kent.Klingler@dla.mil

5.2 Contracting Officer (KO)

The KO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the

contractual relationship. The KO shall also ensure that the contractor receives impartial, fair, and equitable treatment under this contract. Determine the final assessment of the contractor's performance.

Assigned KO:
Organization or Agency:
Telephone:
Email

5.3 Contracting Officer's Representative (COR)

The COR is responsible for providing continuous technical oversight of the contractor's performance. The COR uses the QASP to conduct the oversight/surveillance process. The COR shall keep a Quality Assurance file that accurately documents the contractor's actual performance. The purpose is to ensure that the contractor meets the performance standards contained in the contract. The COR is responsible for reporting early identification of performance problems to the KO. The COR is required to provide an annual performance assessment to the KO which will be used in documenting past performance. The QASP is the primary tool for surveillance of the contractor's quality program and help the COR to document contractor performance. The COR is not empowered to make any contractual commitments or to authorize any contractual change on the Government's behalf.

Assigned COR: Mitchell Corbin
Organization: DLA Installation Management
Telephone: (614) 745-9408
Email: Mitchell.R.Corbin@dla.mil

Personnel, other than Contracting Officers and CORs, may from time-to-time observe or inspect Contractor performance. However, these personnel may not interfere with Contractor performance. Spot inspections will occur. Discrepancies will be noted on QA form and may be used as the basis for corrective action.

6.0 CONTRACTOR

Name:
Contract Number:
Telephone:
POC:
Email:

7.0 PERFORMANCE REPORTING

Please note: The Performance Assessment Report (PAR), Part I, must be completed by the PM. The Customer Complaint Record and Corrective Action Report (CAR) completed as necessary by the PM.

7.1 Performance Assessment Report (PAR):

The PM will complete the PAR, Part I (Parts II and III as necessary) after services have been completed by the Contractor and forward to the COR.

7.2 Customer Complaint Record:

The PM will complete only as necessary and forward to the COR.

7.3 Corrective Action Report (CAR):

The PM will complete only as necessary and forward to the COR

PERFORMANCE ASSESSMENT REPORT (PAR)

PART I. PERFORMANCE MUST BE COMPLETED BY THE PM AND FORWARDED TO THE COR AFTER SERVICES HAVE BEEN COMPLETED.

1. CONTRACTOR	2. CONTRACT NUMBER	3. TYPE OF SERVICES

4. PROGRAM MANAGER'S (PM) NAME	5. PHONE	6. DATE WORK COMPLETED

(CHECK ALL BOXES THAT APPLY)	8. SERVICES SUMMARY or PWS PARAGRAPH ITEM REVIEWED
☐ NEW ☐ REPEATD ☐ DEFICIENCY ☐ NO DEFICIENCY NOTED	
9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED)	10. DETAILED PERFORMANCE ASSESSMENT

11. REVIEWED AND APPROVED BY COR / SIGNATURE AND DATE

PART II. CONTRACTOR VALIDATION PM ONLY COMPLETE AS NECESSARY.

12. CONTRACTOR REPRESENTATIVE CONCUR NON-CONCUR	13. CORRECTIVE ACTION ESTIMATED COMPLETION DATE

14. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE OR REASON FOR NON-CONCURRENCE OF PROGRAM MANAGER'S CITED DEFICIENCY

PART III. ACTION CORRECTED PM ONLY COMPLETE AS NECESSARY.

15. CONTRACTOR REPRESENTATIVE REMARKS

16. CONCUR NON-CONCUR PROGRAM MANAGER'S (PM) NAME AND DATE

17. PROGRAM MANAGER'S (PM) REMARKS (REQUIRED)

18. REVIEWED AND APPROVED BY COR / SIGNATURE AND DATE